

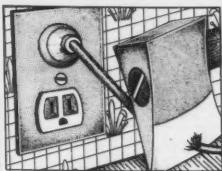
COMPUTERWORLD

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INSIDE



In Depth — Uninterruptible power supplies: How much are your DP operations worth? **Page 41.**



IRS places programmer tax change onus on brokerage firms. **Page 2.**



While hardware vendors report mixed results, software suppliers ride surging sales. **Page 94.**



Competing firms take common stand behind Unix standards at Uniforum '87. **Page 6.**



Amdahl rolls out entry-level Sierra challenger. **Page 12.**



Pay-for-support gains little support from Ashton-Tate customers. **Page 37.**



Tenants of a metropolitan office building learn varied lessons when fire hits the 42-story site. **Page 51.**



Hewlett-Packard aims to tie application-specific LANs to an X.25 packet-switched backbone and provide management tools to control them. **Page 10.**



A version of its Vines operating system for Intel 80386-based systems will debut from Banyan Systems by mid-year. **Page 15.**



The third release in 17 months of ADR's Ideal offers a 25% performance boost. **Page 27.**



The latest Prime Series 50 mini is its highest performance office environment system yet. **Page 13.**



MS-DOS alternatives prepare to assault the 80386 market. **Page 14.**

DEC aims higher

Clustered VAXs target 3090 arena

By Alan Alper

NEW YORK — Digital Equipment Corp. last week extended its VAX family of computers to mainframe performance levels by unveiling two clustered configurations of its VAX 8700.

The two Vaxclusters consist of four and eight VAX 8700 processors, providing performance of 26 and 52 million instructions per second, respectively.

They are positioned to match the performance of IBM's high-end 3090 Models 200 and 400.

The Vaxclusters — named VAX 8974 and VAX 8978 — represent a renewed attempt by DEC to provide mainframe-level performance following the halt in development efforts three years ago of the Decsystem-20.

With the clusters, DEC introduced a disk subsystem offering 2.5G bytes of storage in a box occupying 5% feet of floor space.

The company also show-

cased an ANSI-compatible structured query language implementation, software that manages distribution of relational data among multiple processors and enhancements to VAX DBMS and VAX RDB/VMS data base management systems.

Last week, analysts lauded DEC's move to extend its VAX clustering approach to the high end. DEC said it has already installed 5,000 Vaxclusters of lower performance machines.

"It gives them a nice way to pinpoint large accounts, which no doubt will help revenue and their profit margins," suggested Stephen Dube, an analyst with Shearson Lehman Brothers, Inc. in New York.

From a technology standpoint, however, some analysts said they expected more. "In reality, these systems don't run dyadically, and the disk subsystems still use conventional ferrite heads," noted Donald Haiback, a vice-president of research with Nikko Securities Company International. "They have a long

See DEC page 8

Rebound at IBM seen hampered by CPU trends

By Clinton Wilder

ARMONK, N.Y. — After ending one of its worst sales years in a particularly dismal fashion, IBM faces major challenges to restore profit growth this year, according to analysts.

IBM said last week that its fourth-quarter earnings plunged 48% from year-earlier levels on a 1.2% decline in revenue. Although total 1986 sales increased by 2.4% to \$51.25 billion, revenue from equipment sales dropped 0.4% from 1985 levels despite IBM's massive effort to convert its revenue stream from rentals to direct sales. It was the second consecutive year the company posted an annual decline in profits.

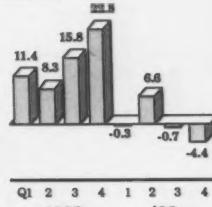
While many predict a second-half rebound based on reduced costs and new products such as the 9370 mid-range system, others suggest that IBM's traditional approach to the computer industry has created fundamental barriers to future success.

"The company's strategy and cost structure was built

on an expected 30% to 40% annual increase in mainframe processing demand," said analyst Thomas Rooney of Donaldson, Lufkin & Jenrette, Inc.

IBM Revenue
Equipment sales change compared with year earlier

PERCENT



CW CHART

"More and more large users are pulling applications off the mainframe onto departmental and smaller systems, and that trend will continue." See IBM page 91

Overdue Apple server goes to market

By Patricia Keefe

CUPERTINO, Calif. — After almost two years of promises, Apple Computer, Inc. is expected this week to unveil Appleshare, an Apple-branded file server first announced 23 months ago.

The server, along with several Apple products and about 20 third-party Apple-oriented connectivity products, will be announced in San Francisco this week at The Seybold Conference on Desktop Communications.

Appleshare is a key part of Apple's connectivity strategy. It is actually a Macintosh Plus that features what sources say is "one of the better user interfaces to a sophisticated file server."

Released in conjunction

with the server will be enhancements to Apple's user interface driver, Finder, that are said to provide support for a multiuser environment.

Apple eventually plans to incorporate a data base de-

3Com hit by merger fever again, woos Tops firm. **Page 91**

veloped in France under the name Fourth Dimension and known at Apple as Silver Surfer, but the task was more complex than Apple thought, an Apple analyst said. "They want to include it eventually, but it's not ready," he added.

"The server is quite good;

it will surprise a lot of people. Apple's got their act together this time," said an informed source familiar with Apple's plans.

In addition, Apple will an-

ounce PC Card, which will

link IBM Personal Computers to an Appletalk network, al-

lowing Macintoshes and IBM

PCs to exchange files; Laser-share, a print spooler; DCA Filer, a card that links the Mac to Digital Communications Associates, Inc. files; and Apple Line 3270, which provides file transfer capability between the Mac and IBM 3270 environments.

In addition, the source said, products allowing Appletalk to run over Ethernet and fiber-optic cables will be unveiled.

The importance of these links lies in the integration of multiple environments — Apple, IBM and Unix — at the data and application levels.

Providing Appletalk links to Unix hosts and IBM-compatible micro-to-mainframe and 3270 environments will allow users to bring their Macintoshes in from the cold to function as part of the corporate DP system, whether operating in an IBM, multivendor or mixed-media environment.

"I think users will be very satisfied. They'll see [the Ap-

ple] page 7

Users choke on Lotus copy scheme

By Peggy Watt

Many users of Lotus Development Corp. products are balked at the company's Extended Value Program, claiming the company's offer of non-copy-protected software requires them to function as piracy cops.

The Extended Value Program is part of an overall sales, training and distribution plan called the Multi-Value Plan.

A Lotus sales representative on the West Coast said at a Southern California corporate users group meeting that he has sold no contracts for Lotus's Multi-Value Plan, announced late last summer. While Lotus officials denied that was the case throughout the country, sign-up has apparently been sluggish.

Some managers complain that Lotus's proposal to "limit legal liability" of corpora-

See USERS page 4

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IRS qualifies tax section; placement firms impacted

By David A. Ludium

WASHINGTON, D.C. — The Internal Revenue Service ruled last week that brokers and other firms that place technical workers in contract jobs may have to hire those individuals as full-time employees under a controversial section of last year's tax reform act.

The IRS said Section 1706 of the law applies to the relationship between a technical worker and an intermediary, such as a broker, that places the worker in jobs.

It does not apply to technical service employees who work under contract directly for the company for which they provide services. Many such companies have already terminated contracts with independent consultants and specialists because of uncertainty concerning the scope of Section 1706.

The law makes it more difficult for the workers placed by brokers to function as independent businessmen for tax purposes. It excludes them from so-called safe harbors existing in a 1978 law that, in effect, allowed most taxpayers who had been working as independent contractors to continue doing so.

Independents face burden

Technical service workers — computer programmers, systems analysts, engineers, designers, drafters, consultants and others — who work as independents through a broker now face the burden of proving that they function as independent businessmen rather than as employees of the broker.

As was the case before 1978, they must meet 20 common law standards that the IRS uses to determine who is an employee. The standards concern the degree of control an organization has over a worker, including where and during what time work is done, whose equipment is used and how the worker is paid.

Independent workers who become employees will have income and So-

cial Security taxes withheld from their pay and will lose an array of tax advantages and the ability to fund their own relatively generous pension plans. Many independents have expressed outrage over losing the freedom they now enjoy.

One group organized to fight Section 1706, Technical Consultants National Association (Tecna), still plans to lobby for repeal of the measure, according to Frank Lynch, a Boston attorney working with the group.

The IRS is urging independents who will become employees to file W-4 forms with their new employers as soon as possible, because without one, the employer is required to withhold income taxes at the highest rate that could apply.

The IRS said it will waive penalties for employers for unpaid Social Security taxes due for the first quarter of this year if the taxes are paid by April 30 and for other Social Security taxes not paid for "reasonable cause."

Also, employers face no penalties for failing to deposit workers' income taxes or workers' shares of Social Security taxes with the IRS if those amounts were not withheld from the workers' pay. Employers, however, may ultimately be required to pay all the taxes due.

Sole group excluded from safe harbors

The technical service workers singled out by Section 1706 are the only occupational group to be excluded from the 1978 safe harbors.

The safe harbors were intended to be temporary, serving until Congress passed a law defining employee status, but Congress has yet to do so, said IRS spokesman Wilson Fadely.

Section 1706 was put forth by Sen. Daniel Patrick Moynihan (D-N.Y.) who, in response to the controversy over it, issued a brief statement saying it was designed "to ensure that technical services businesses that do business in the same way are subject to the same tax rules."

In this issue

NEWS

Uniforum '87 vendors want standard, public-domain Unix environment/ 6

Unix operating system's security features to be improved/ 6

DEC announces enhanced version of Ultron operating system/ 6

High-end configurations may not persuade users to change their DEC/IBM data center mix/ 8

Avanti offers T1 switch to perform substrate digital multiplexing/ 10

HP unveils corporate-wide networking solution backed by 13 products/ 10

Amdahl extends its IBM 3090-class mainframe line/ 12

Prime introduces high-performance office system/ 13

Ashton-Tate defends late shipment of Rapidfile/ 13

AT&T price cuts spur speculation on future releases/ 13

Firms ready 80386-based systems to rival delayed MS-DOS release/ 14

Cullinet outlines computer-aided design strategy/ 15

Banyan Systems to ship 80386-based enhancement of Vines 286/ 15

Ansa Software, Microm announce support for Lotus' The Application Connection/ 91

3Com to acquire, ally with Tops developer/ 91

NETWORKING

Fibercom announces multiport transceiver for PC, terminal fiber-optic communications/ 23

Northern Telecom introduces uniform, building network wiring scheme/ 23

Comsat, ITT unveil satellite-based overseas connections service/ 23

SOFTWARE & SERVICES

ADL claims 25% performance boost in latest fourth-generation programming language release/ 27

Vendors' choice of X Windows as standard system offering receives mixed reactions/ 27

SYSTEMS & PERIPHERALS

Intel offers network server targeted at financial, governmental users/ 33

Storage Technology's tape subsystem offers Unisys 1100 compatibility/ 33

Arndahl's Multiple Domain Facility saves users time, money, space/ 33

MICROCOMPUTING

Cost, value of Ashton-Tate's corporate pay-for-support program disputed/ 37

Dbase users enhance systems with selection of adjunct products/ 37

MANAGEMENT

Belford Cross is taking care of DEC's MIS business/ 51

Fire in Boston's financial district alerts users to hazards, precautions/ 51

COMPUTER INDUSTRY

Third-party microcomputer software support gains corporate attention/ 67

Majority of hardware firms post strong fourth-quarter financial results/ 94

Enmasse Computer abandons manufacturing and sales operations/ 94

Quarterly earnings reports foreshadow healthy year for software, services industries/ 94

IN DEPTH

How much is enough? Deciding to buy an uninterruptible power supply is a gamble — and the safety of your system hardware and corporate data is at stake. By Alan Radding/ 41

OPINION & ANALYSIS

Ahi waits for the wind to be taken out of the pirates' sails/ 17

Ulrich and Horwitt reflect on a hectic networking period/ 23

Babcock reports on three styles of Cobol restructuring/ 27

Gibson investigates 'The Case of the Dastardly DASD'/ 33

Zachmann reviews Revolutionary Software's Cruise Control/ 37

Young explains the need to assess DP management style/ 51

Djurdevic watches DEC take control of IBM's market share/ 94

DEPARTMENTS

Editorial/ 16

New Products/ 59

PAGE 17 ILLUSTRATION BY ALAN WITSCHONKE

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HP cuts price of Model 840

By James Connolly

PALO ALTO, Calif. — Hewlett-Packard Co., citing production economies, last week cut the price of its HP 9000 Model 840 technical system 28% only two months after the reduced instruction set computer (RISC) began shipment.

"It was always our plan to reduce the price of the Model 840 after we had enough experience manufacturing it to fine-tune the production process. It just didn't take us very long to get the system into volume production and start achieving cost savings from the lower parts count and faster assembly time," said Carl B. Flock, marketing manager for HP's technical computer operation.

The price cuts, which apply only in the U.S., brought the list price of a basic configuration down from \$113,500 to \$81,500.

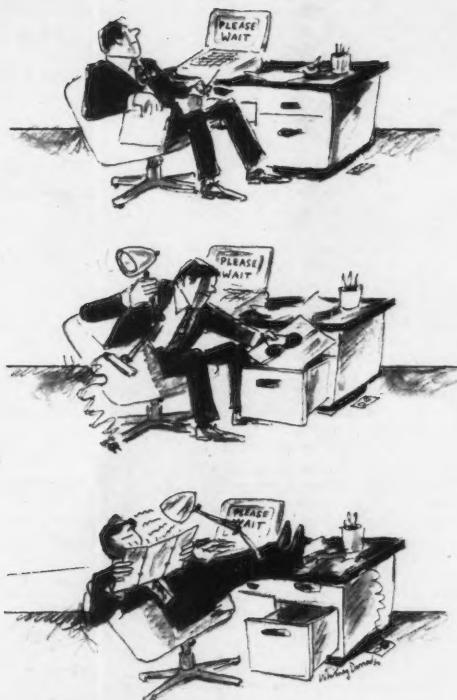
One industry analyst said the HP price cuts also appear to be a result

of the market's changing during the time between announcement and delivery of the Model 840, which was announced last May, four months after HP introduced its first RISC-based HP 3000 general-purpose systems. Shipments of the first of those general-purpose systems, the HP Model 930, were postponed from late 1986 to the middle of this year.

Analyst William Rosser of the Gartner Group, Inc., a Stamford, Conn.-based market research firm, said, "Whenever you have a long period between announcement and delivery, you may have to cut prices shortly after delivery just to keep up with the competition. The rest of the world keeps moving along, and HP wants to keep showing the world, 'Hey, this thing is something special.'"

Rosser said similar price cuts are likely for the HP 3000 Model 930 and other products with long lead times.

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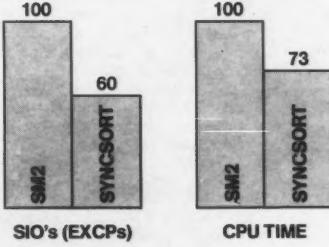
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Vendors pull together to boost Unix standards

Firms at Uniforum willing to cooperate

By Elisabeth Horwitt

WASHINGTON, D.C. — Exhibitors at Uniforum 1987, The International Conference of Unix Users, demonstrated that they are willing to surrender market dominance based on proprietary products in favor of a standardized, public-domain Unix environment.

"People are finally realizing that they've got to blow competition away on some other issue than interoperability," commented Daniel Lynch, president of Cupertino, Calif., consulting company Advanced Computing Environments.

One major thrust behind the standards is vendors' realization that a fragmented Unix cannot effectively compete in the mid-range system arena against emerging proprietary products from the likes of Digital Equipment Corp. and IBM, according to Geoff Morris, chairman of Unix vendor consortium X/Open.

"Unix vendors want to provide a standardized, mid-range solution before the big-system vendors finish moving their proprietary solutions down and shut off that market," Morris said.

Support for Unix standards

During the conference held here last week, companies gave at least verbal support to emerging Unix standards that eventually will enable customers to port applications across a variety of Unix-based hardware.

Perhaps more significant was the growing number of companies willing to cooperate with competitors — or even adopt a competing product — in order to hasten commercial availability of the multivendor programming and networking products their customers demand.

One Uniforum '87 announcement exemplifying the new spirit of cooperation was made by sometime competitors Microsoft Corp. and Interactive Systems Corp.

The two companies will jointly develop and market a Unix-based operating system for the Intel Corp.

80386 microprocessor as well as a version of Microsoft Xenix System V that incorporates the functionality of AT&T's Unix System V.3. "It makes sense for us to work together rather than fragment Unix," noted Microsoft Xenix general manager Paul Maritz.

Even AT&T has announced plans to merge its Unix System V with Portable Operating System Environment (Posix), an open industry standard currently being developed by the Institute of Electrical and Electronics Engineers, Inc. (IEEE).

At a press conference held last Tuesday, AT&T spokesman William O'Shea reiterated AT&T's endorsement of Posix and the company's intentions to conform to the standard.

An IBM spokesman voiced that company's intention of supporting the standard, "once it is signed off."

However, industry representatives questioned the significance of vocal industry support of a standard that is still very much in its embryonic stage. The initial Posix module, 1003.1, just specifies operating system calls based primarily on System V, with a few from Berkeley Unix, according to DEC Ultrix technical engineer Glenn Johnson, referring to Unix Version 4.2 from University of California at Berkeley. The real obstacles, he added, will occur when IEEE starts working on Posix 1003.2, which incorporates a standardized user shell.

"Posix is great for application portability — we just wish there were more of it," said a Uniforum '87 attendee from the government sector. "It seems like, so far, they only have a small piece of what is needed."

But there remains the question of how to standardize around higher level functions such as the networking interface and distributed file system.

It might take IEEE years to develop such protocols from scratch, but the market will not wait for such action. Instead, some vendors have adopted as de facto standards already-existing commercial products that perform the functions mentioned above.

A growing number of products incorporate Streams, AT&T's specifica-

tions for interfacing a networking environment, with Unix System V.3's networking interface, Transport Level Interface. Both Convergent Technologies, Inc. and Wollongong Group, Inc. demonstrated Streams-compatible interfaces between Unix V.3 systems and Transmission Control Protocol/Internet Protocol networks.

While AT&T appeared to be gaining ground with Streams, the vendor's distributed file system Remote File System (RFS) lost some ground at Uniforum '87 to the emerging de facto standard, Network File System (NFS) from Sun Microsystems, Inc. AT&T and Sun's archrival, Apollo Computer, Inc., announced at Uniforum that both would support NFS.

Also during Uniforum '87, AT&T announced that it had joined X/Open, which has published a Portability Guide specifying a Common Applications Environment for Unix. X/Open's membership now consists of 11 hardware vendors including DEC, Hewlett-Packard Co., Unisys Corp. and seven European manufacturers.

X/Open members are committed to implementing the Common Applications Environment on their Unix systems by the third quarter, according to Morris.

Software issues

On the software side, however, conflict is brewing due to X/Open's decision to incorporate into its standard certain protocols that already exist in proprietary commercial products.

The environment's incorporation of IBM's SQL facilitates interfaces with SQL-based data base management system products from Relational Technology, Inc., Informix Software, Inc., Oracle Corp. and Unify Corp., according to Morris. However, three out of four of the above products may have trouble interfacing with one component of the environment, C-indexed sequential access method (C-ISAM), a method for managing indexed files that was developed by Informix.

According to Oracle spokesman Michael Wallace, the use of C-ISAM, a proprietary protocol, in an industry standard "seems funny and may make competitors shy away."

Unix groups, AT&T plan to plug holes

By Mitch Betts

WASHINGTON, D.C. — Two Unix industry groups and AT&T announced last week that they will take steps to improve the security features of the Unix operating system, which security experts say is notorious for being "full of security holes."

Various efforts to improve Unix security were aired at a well-attended panel discussion at Uniforum 1987, The International Conference of Unix Users, held here last week. Panelists said the openness and flexibility that made Unix popular in the research community make it less than secure, particularly for use in sensitive government applications.

If computer security is defined as the controlled sharing of data, said Skip Egdorf, a member of the computer security group at Los Alamos National Laboratory in New Mexico, then "Unix is all sharing and no control." Security features of Unix have improved since it first emerged from the research community, he said, but it still has far to go.

One attempt at beefing up Unix security will be handled by the X/Open Security Working Group, a panel of the X/Open international consortium of computer vendors. Iveta Trautmann, program development manager at Unisys Corp. and chairwoman of the working group, said the panel will first identify the security needs and then develop standards. Unisys is the partnership of former Burroughs Corp. and Sperry Corp. Trautmann said the goal is to meet the security standards of the U.S. government's National Computer Security Center and the requirements of European privacy and data integrity laws.

Similarly, /usr/group, an international association of Unix vendors and users, has a new security subcommittee that intends to submit draft security standards to standards organizations, according to subcommittee Chairman Steve Sutton, a computer security consultant with Addamax Corp. in Champaign, Ill.

"Unless we standardize on security interfaces, we will run into problems with the interchange of data between systems with different security policies," said Steven M. Kramer, vice-president of research and development at Secureware, Inc. in Atlanta.

Lisa A. Kennedy, a systems engineer at AT&T in Summit, N.J., said that although AT&T's Unix System V has some basic security features, such as user identification, passwords and discretionary access controls, some customers require more rigorous security.

For example, she said, customers are demanding more extensive audit facilities, mandatory access controls and certification by the National Computer Security Center. Kennedy said AT&T plans, in future versions of Unix, to enhance the existing security capabilities, seek government certification of System V and work with the various standards-setting groups to improve Unix security.

DEC wraps Ultrix around entire VAX line

By Mitch Betts

WASHINGTON, D.C. — Digital Equipment Corp., in an announcement made here last week at Uniforum 1987, The International Conference of Unix Users, unveiled a version of its Ultrix operating system that includes significant enhancements and spreads Unix throughout the popular VAX family.

According to analysts at International Data Corp., a market research firm in Framingham, Mass., DEC wants to sell more mid-range systems to the federal government and the automotive and aerospace industries, which are heavy users of Unix.

In addition to running on all VAX machines, from the Microvax II to the VAX 8000 systems, Version 2.0 of Ultrix-32 includes a VAX C/Ultrix compiler said to decrease execution times

for C-based programs.

Roger Heinen Jr., a DEC software engineer, said the C compiler is intended for "customers who desire to extract the utmost performance from their VAX hardware." He added that the product announcement reflects the fact that DEC is tired of losing application benchmark tests to other hardware vendors due to its earlier compiler technology.

The vendor said Version 2.0 also incorporates Network File System support, an implementation of the popular file sharing feature developed by Sun Microsystems, Inc.

In addition, Heinen said, the new version adds features that align Ultrix, which is based on the University of California at Berkeley Unix Version 4.2, with other industry standards, including AT&T's System

V Interface Definition and the IEEE 1003 specification.

Also announced at Uniforum was Version 2.0 of Decnet/Ultrix, a networking software product that allows Ultrix users to link their systems to DEC's other software systems.

The vendor said it also includes a gateway between Decnet networks and Internet networks based on the Transmission Control Protocol/Internet Protocol.

The price of Ultrix-32 Version 2.0 ranges from \$4,000 for eight users on the Microvax II to \$70,000 for the VAX 8800. The C compiler is bundled with Version 2.0 at no additional charge. The price of Decnet/Ultrix Version 2.0 ranges from \$600 for the Vaxstation II/GPX to \$7,965 for the VAX 8800.

Apple server goes to market

From page 1

ple announcements] as a serious offering," the source added.

Also expected at the conference this week is the announcement of a diskless workstation from 3Com Corp. in Santa Clara, Calif. 3Com is said to have a high-end IBM PC AT-compatible diskless workstation featuring an Enhanced Graphics Adapter, 3Com's network interface and the Lotus/Intel/Microsoft Expanded Memory Specification up to 1M byte. "It has everything except the disk and monitor," a 3Com dealer said. The product is targeted at data base applications and those in which there are security considerations.

Novell, Inc. in Orem, Utah, 3Com's local-area network rival, currently offers a low-end diskless workstation for \$700. Its purpose is to lower the cost of adding more nodes to a network.

The dealer was told 3Com's diskless product would cost about \$2,000. "Under \$1,500 seems to be the price range more acceptable to the market," said Claire Fleig, research director for the International Technology Group in Los Altos, Calif.

Mac-compatible 3+

3Com will also make an announcement concerning its promised Macintosh-compatible version of its 3+ network software. The product has been in beta test for several months but will have to undergo changes to make it compatible with Centram Systems West, Inc.'s Tops network operating system, said Robert Bressler, vice-president and general manager of 3Com's software division (see related story page 91).

In a separate announcement last week, 3Com said it has signed a letter of intent to purchase Centram (see story page 91).

Meanwhile, Novell is also working on Mac-compatible network software. Informed sources said Novell initially was going to launch Macnetware at the Seybold show but is not ready because it has once again run into difficulties with Apple. This is Novell's second attempt — announced at Novell's Networld trade show in October — to port Netware to the Mac environment.

An earlier attempt was abandoned by frustrated Novell officials faced with minimal cooperation from Apple. A source close to both companies said Novell has run into the same problems, but a Novell source said both companies are committed to the project. "It's just that Apple needs to clarify its networking protocols, like the interface for the operating system and the device driver."

Despite the wealth of Apple communications-related announcements at Seybold, users should not expect to see all the missing pieces of Apple's connectivity strategy. "They may see the beginnings of that strategy," International Technology Group's Fleig said, adding that the rest of the picture should unfold during this year.

"Apple is in a good position as far as its presence in the market," Fleig said. Apple has completed its turnaround phase and now has the opportunity to move forward — as opposed to last year, when it was struggling and riddled with rumors,

she added. "Business people are looking at Apple's products, which will give Apple a little more time to bring its strategy together than it might have had 48 months ago."

Less clear is the impact Appleshare will have on the third-party Apple file server market.

"I'd be concerned if I were 3Com or any vendor whose claim to fame is linking the Apple and IBM worlds," one source close to Apple and 3Com said. 3Com has a file server with a built-in Appletalk connector and sells products linking the Mac to the IBM world.

Third-party vendors with low-end file servers lacking the feature richness of Appleshare will probably do fairly well, the source said.

"I think there is still a need for several people to provide file servers," Fleig said.

Fowler resigns after serving six years as FCC chairman

By Mitch Betts

WASHINGTON, D.C. — Mark S. Fowler, chairman of the Federal Communications Commission for the past six years, recently announced he will leave the FCC this spring. His successor is likely to be another ardent supporter of communications deregulation.

The favorite candidate to replace Fowler as chairman is Commissioner Dennis Patrick, who is leading the effort to further deregulate AT&T. Another contender is Commissioner Mimi Weyforth Dawson.

Fowler has expressed interest in

becoming an entrepreneur rather than an industry lobbyist when he leaves the FCC.

He announced his resignation shortly before he was to face a bruising round of reconfirmation hearings in the Democrat-controlled U.S. Senate.

A Republican who has called himself "Mr. Deregulation," Fowler has in recent years encouraged the commission to reduce regulatory constraints on the seven regional holding companies so they could offer more services to business and residential customers.

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NEWS

User doubts face DEC's bid to capture data center from IBM

By James Connolly

While Digital Equipment Corp. apparently wants to steal market share from IBM in the large corporate data center, users reported last week that the introductions of the VAX 8974 and VAX 8978 are unlikely to have an immediate impact on IBM installations in their companies.

Immediate customer reaction to the announcement was less than enthusiastic, as managers in companies that run DEC equipment or combinations of DEC and IBM systems wondered whether the four- and eight-CPU configurations will address their specific needs.

The customers expressed greater interest in the simultaneous announcement of the 2.4G-byte SA482 disk subsystem, which they see as a replacement for existing DEC

RA81-based 456M-byte disk systems.

The key question raised about the high-end VAX systems was whether the performance will meet DEC's claims. The vendor said the 8974 offers 20 to 25 times the power of a VAX-11/780 and that the 8978 is up to 50 times more powerful than the 11/780.

Competing with 3090

Since the 11/780 has been generally rated at 1 million instructions per second (MIPS), DEC's claims placing the 8974 in the range of 20 to 25 MIPS and the 8978 at up to 50 MIPS make the machines appear to be competitive with IBM's high-end 3090 Model 200 and Model 400 mainframes.

Errol Sandler, director of scientific management information systems at G. D.

Searle & Co. in Chicago, noted that the image the new configurations offer to applications and users will determine their power.

"I've been beating the bushes to find out what it is all about. I want to know whether it is in effect a single processor or a VAX 8800-style master-slave machine," said Sandler, whose company runs research and development on VAX 8600s and VAX 8650s and general business operations on IBM hosts. He said Searle officials have talked to other vendors about using non-IBM equipment for general data processing but that the DP operation remains heavily IBM.

However, Sandler said he has been waiting for the higher capacity disk drives largely because he hopes the new drives will be more reliable than the RA81 and will

reduce the number of drives needed to support his data storage requirements.

Another manager who said he is wary of the performance claims is Angelo Privetera, director of information systems for Ball Aerospace in Boulder, Colo.

"I would need to actually benchmark the systems. I still think that in a business environment with a variety of applications, you need to benchmark each system based on your own environment," Privetera said. Ball uses VAXes to support scientific and engineering users and to handle general business applications relating to those users. Ball runs most business and financial applications on IBM mainframes.

Privetera noted that while DEC has received national attention for trying to drive into IBM's data center mar-

ket, he has seen a greater attempt by IBM to push into DEC's traditional markets in science and engineering.

Above what we need

Another manager questioned about the announcements said he is unlikely to move up to the 8974 and 8978. Roy E. Johnson, information systems director for Grinnell Mutual Reinsurance Co. in Grinnell, Iowa, said, "From what I can tell, they are above what we need." Johnson's firm runs its own insurance software on seven VAXes.

However, Johnson said he has noticed a DEC penetration into IBM's market share in other insurance firms.

Johnson also said a shift to the larger disk subsystems is unlikely since his company has excess capacity on its RA81s.

DEC aims high

From page 1

way to go to catch IBM."

Grant Saviors, DEC vice-president of storage systems, said a subsystem — the SA482 — would be the last generation of DEC large-scale storage products to use ferrite heads. IBM uses thin-film heads on its high-end 3380 direct-access storage device, which has enabled it to provide 2.5G bytes of storage per actuator.

Aimed at the data centers of large commercial and sci-

entific corporations, the clustered systems are designed to handle traditional mainframe applications such as accounting, electronic funds transfer, management of large data bases, data processing and research and development, the Maynard, Mass.-based firm said.

The multiprocessor systems do not perform parallel processing but operate as independent processors, the firm added.

Although the systems seemed aimed directly at IBM's large system market, the company downplayed any confrontational intentions. "The strategy is not specifically to replace IBM

systems, since people have made significant hardware investments, but to allow VAX/VMS systems to gracefully coexist with IBM," said Rose Ann Giordano, DEC vice-president of consultant and information marketing.

DEC approach applauded

Yet Thomas Nies, chairman and founder of Cincin Systems, Inc., whose firm markets software to IBM mainframe and VAX users, said his customers feel DEC is taking a better approach to computing, particularly in production environments. He said it is not a question of how many MIPS a system offers but how much power is provided for applications processing after accounting for systems software.

"DEC delivers more MIPS," he said, noting that 85% of the MIPS offered on the new Vaxclusters are usable for applications processing, compared with only 60% on the high-end IBM 3090s.

With the Vaxclusters, DEC is offering a one-year hardware warranty, one-year software support and a resident systems engineer to help tailor application development to business needs.

The four-processor VAX 8974 comes standard with 128M bytes of main memory, expandable to 512M bytes; the new SA482 2.5G-byte storage subsystem; dual HSC70 controllers; a TA78 dual-density tape drive; a Decserver handling up to 200 terminals; a Vaxcluster Console system, consisting of a Microvax II, Ethernet networking capability and VMS and Decnet software licenses; and a VAX Performance Advisor software license. Up to 16 8700 processors can be clustered, DEC said.

The eight-processor VAX 8978 comes with 256M bytes of main memory, expandable to 1G byte, two storage subsystems, four I/O controllers, two dual-density tape drives and two Decservers, handling 400 terminals. Up to 32 8700 processors can be clustered, the firm said.

Big systems arena

DEC's target market and starting point

Systems	Units (installed bases)
IBM 3030/3080	4,934
IBM 3090	773
DEC VAX 8500/8550	13
DEC VAX 8600/8650	2,640
DEC VAX	25

INFORMATION PROVIDED BY COMPUTER INTELLIGENCE, 1986.

of on-line storage.

While the new SA482/HSC70 subsystem is an integral part of the new Vaxclusters, it can also be used with other VAX and PDP-11 systems because it conforms to Digital Storage Architecture and Standard Disk Interconnect. Available immediately, the SA482 lists for \$84,000.

DEC's ANSI-compatible SQL — VAX SQL — is a software development tool to be used with VAX RDB/VMS relational data base management systems and VIDA VAX-to-IBM Data Access product. It can be used with local and remote data bases and is available immediately for a licensing fee of \$1,770.

Enhanced VAX DBMS

DEC has enhanced VAX DBMS and RDB/VMS for use with VAX SQL. DBMS Version 3.2 is said to run twice as fast as earlier versions and to more easily restructure data bases.

In addition to offering an SQL interface, RDB/VMS Version 2.2 now has a VAX C compiler and support for distributed data base management capabilities through another new software package called the VAX Data Distributor.

Data Distributor manages the automated distribution of relational data among multiple processors running the VAX/VMS operating system. It will begin shipping next month and is priced at \$1,800 for the Vaxstation II workstation to \$27,000 on the VAX 8800.

VAX Performance Advisor, performance analysis software for single and multiprocessor VAXes running the VMS operating system, is currently available. Licenses begin at \$5,500, the firm said.

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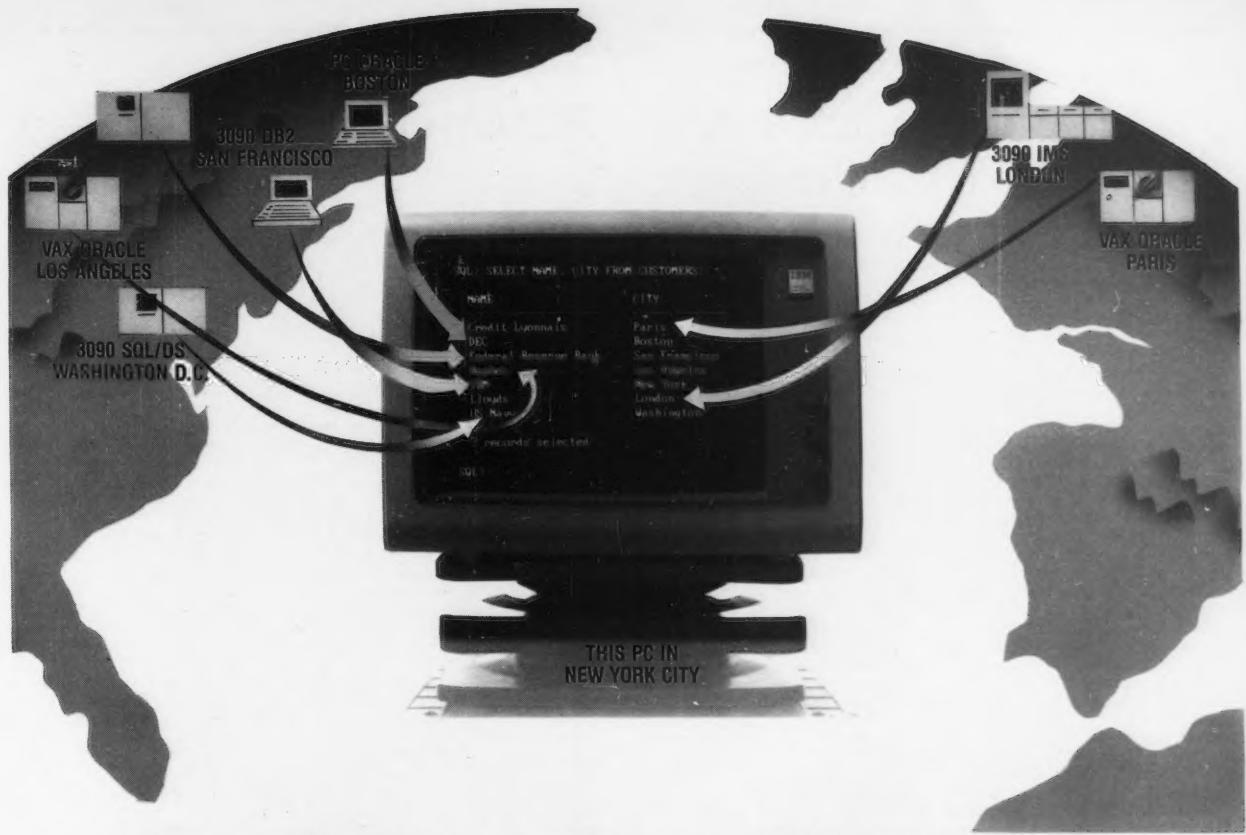
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Avanti ONX switch acts as building block for networks

By Stanley Gibson

NEW YORK — Avanti Communications Corp. unveiled last week its Open Network Exchange (ONX), a sophisticated T1 switch that performs substrate digital multiplexing.

Designed as a building block for networks that combine public carrier services with private corporate networks, the switch can reconfigure substrate digital multiplexing lines in an almost infinite variety of voice, data and video combinations without bundling them into 64K bit/sec. channels, according to the vendor. The ONX divides each T1 aggregate into multiple groups of bandwidth, each assignable to specific service destinations.

The ONX switch is the first to offer port modules compatible with Bell Communications Research Corp.'s standard for substrate digital multiplexing at standard speeds including 2.4K, 4.8K, 9.6K and 56K bit/sec., according to George Kushin, Avanti vice-president. When AT&T's substrate digital multiplexer is tariffed this year, Avanti will be the first to work with it, Kushin claimed.

The ONX allows the network to gain access to all of the value-added services now offered by various car-

riers, such as AT&T's Megacom, Software Defined Network and M24/44. The switch is also compatible with AT&T's Digital Access and Cross-Connect System, according to the vendor.

The ONX can switch a specific substrate digital multiplexing channel within a 64K bit/sec. channel of one T1 aggregate to a completely different 64K bit/sec. on another T1 aggregate. The ONX can be used to create networks of more than 100 nodes with more than 7,400 active channels per node, he added.

"Avanti has made a quantum leap over their previous capabilities. They've made a networking product, where the vast majority of products are point to point," said John Sundwall, vice-president of the DMW Group, Inc.

Avanti also unveiled the Open Network Management System/PC, a network management program designed to complement the ONX.

The ONX also supports IBM's Network View PC network management system.

Prices for the ONX, which will be available in May, range from \$35,000 to \$100,000, depending on the configuration and number of ports.

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HP unveils network strategy

By Donna Raimondi

PALO ALTO, Calif. — Hewlett-Packard Co., determined to prove that it is at least the equal of Digital Equipment Corp. in networking prowess, has unveiled a corporatewide networking solution backed by 13 new products.

HP's corporatewide network consists of local-area networks supporting the needs of sales/marketing, business/office, engineering and manufacturing; an X.25 packet-switched backbone connecting the subnetworks; network diagnostic and testing tools; and a centralized host-based network management system that collects data from the diagnostic devices.

Among the HP introductions were the following:

- An X.25 private packet network, priced from \$100,000 to several million dollars, that can carry a company's entire data communications between HP and multivendor systems and networks.

- Multiplexers, packet assembler-disassemblers (PAD) and other network interface equipment.

- Management tools, including a \$359 statistics software package for the HP 4952A protocol analyzer, for link troubleshooting on X.25 and for IBM Systems Network Architecture networks.

- An X.25 network performance analyzer to detect network performance degradation costs \$1,200. It

operates with the \$14,150 HP 4953A protocol analyzer with Option 001 extended memory.

- Network Services for the DEC VAX computer system, which provide HP-to-DEC communications in manufacturing, engineering and office environments, costs from \$6,000 to \$11,000, depending on the VAX model in use.

- Support services that integrate new products and existing products and services to create tailored networking solutions.

Personal computer network vendor 3Com Corp. is an early customer of HP's new X.25 and network management products. Keith Smeby, manager of 3Com's telecommunications research and development of the information systems/data processing department, is evaluating the X.25 network to allow remote sites throughout the U.S. to communicate with each other and with the company's headquarters. Computer equipment consists of HP, DEC and IBM systems. "We are now running HP-to-HP across the X.25 and some HP-to-IBM. Those were fairly easy to do. Now we are working on HP-to-DEC," Smeby said.

According to Smeby, the network will be manageable at least from a PAD-to-PAD communications point of view. "I'm not sure we will be able to get down to devices outside of the X.25 network. We would like to do that."

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* Washington University Center for the Study of Data Processing as reported in the 11/15/86 DATAMATION, pp 79-86.

Amdahl lowers entry point, adds 3090-class uniprocessor

Aims to lure low-end, expanding buyers

By Jeffry Beeier

SUNNYVALE, Calif. — Amdahl Corp. last week extended its IBM 3090-class mainframe line at the low end with the addition of an entry-level uniprocessor that Amdahl claimed yields roughly 30% better price/performance than the 3090 Model 180.

With throughput estimates of more than 21 million instructions per second (MIPS), the Amdahl 5890-190 provides up to 54% the execution rate of Amdahl's existing 5890-300 dual processor.

Though much less powerful than the 41-MIPS Model 300, the 190 is said to be better suited than the two-way CPU complex to applications in which transactions have to be processed serially.

"For environments where each execution step depends upon the completion of the one that immediately preceded it, users gain nothing by having more than one engine," said Dennis Stein, Amdahl's manager of processor systems marketing. "What those kinds of users need when the time comes to upgrade their systems is a bigger uniprocessor."

In a formal statement that coincided with its Jan. 20 announcement, Amdahl characterized the 190 as the

largest uniprocessor it has ever made — a distinction that previously belonged to its 5860, which will continue to be sold.

Faster than 5860

Compared with the existing 5860, which executes one machine cycle every 18.5 nsec, the 190 is rated at 15 nsec and boasts improvements to both its cache algorithms and pipelining techniques, Stein said.

The combination of a reduced machine cycle time with other design refinements, he explained, makes the 190 approximately 50% faster than the 5860, which executes 14 MIPS.

The introduction of an expanded Amdahl uniprocessor creates a natural growth path for 5860 users who are locked into serial processing requirements but who need more power than their current engines can deliver, Stein said.

Announcement of the 5890-190 also lowers the entry point to Amdahl's 5890 mainframe series — a much-needed move, according to Steve Terry, corporate systems services manager at Unisys Corp.'s Peripheral Products Division and a 5860 user. Unisys is the result of the merger of the former Burroughs Corp. and Sperry Corp.

Upgrades to the previous entry-level 5890 machine, the Model 200, were not available for users of the Amdahl 580 series models that competed with the IBM 3080 family.

Letting users grow

Now, however, "Amdahl is clearly giving its users a way of entering the 5890 with a lower MIPS rating and then allowing them to grow to larger members of the family," Terry said. "Their strategy is excellent, because they have many users in the 5- to 10-MIPS range plus another large group at around 15 MIPS and need to get their entry point as low as possible."

A similar view of the 5890-190's debut was expressed by Daniel Benton, a securities analyst with New York-based Goldman, Sachs & Co. "An awful lot of users of 580-series mainframes will probably see Amdahl's latest announcement as a bridge to the 5890 line," he said.

But as an upgrade path, the 5890-190 may prove most attractive to users of Amdahl's 5840 and 5850 uniprocessors, Benton added. Both the 7.5-MIPS 5840 and the 10-MIPS 5850 are deliberately degraded versions of the 5860.

Although the 5890-190 will probably go primarily into Amdahl's own installed base, it may also snare some users who might otherwise have acquired IBM 3090 Model 150s or Model 180s, according to John Jones, a senior analyst with Montgomery Securities, Inc.

"In fact," Jones said, "the single-processor 190 is only slightly less powerful than IBM's dual-processor 3090 Model 200 and costs substantially less." Moreover, with a maximum capacity of 48 channels and 256M bytes of main memory, the Amdahl mainframe offers greater expandability than the Model 180, which holds only up to 32 channels and 64M bytes.

After it reaches its expansion limits, the 190 can be upgraded further to a 5890-300, which in turn can become a 70-MIPS 5890-600, a four-way processor complex that marks the top of Amdahl's mainframe line.

The 5890-190 is geared chiefly for IBM CICS, batch and other applications containing "transactions that are queued and then executed one at a time," Amdahl's Stein said.

Like the other three members of the 5890 family, the 190 supports Expanded Storage and Amdahl's Multiple Domain Feature, which allows up to four discrete operating environments to reside concurrently in the same CPU.

In a basic configuration incorporating 16 channels and 32M bytes of main memory, the machine costs \$2.63 million, with shipments scheduled to begin in March.

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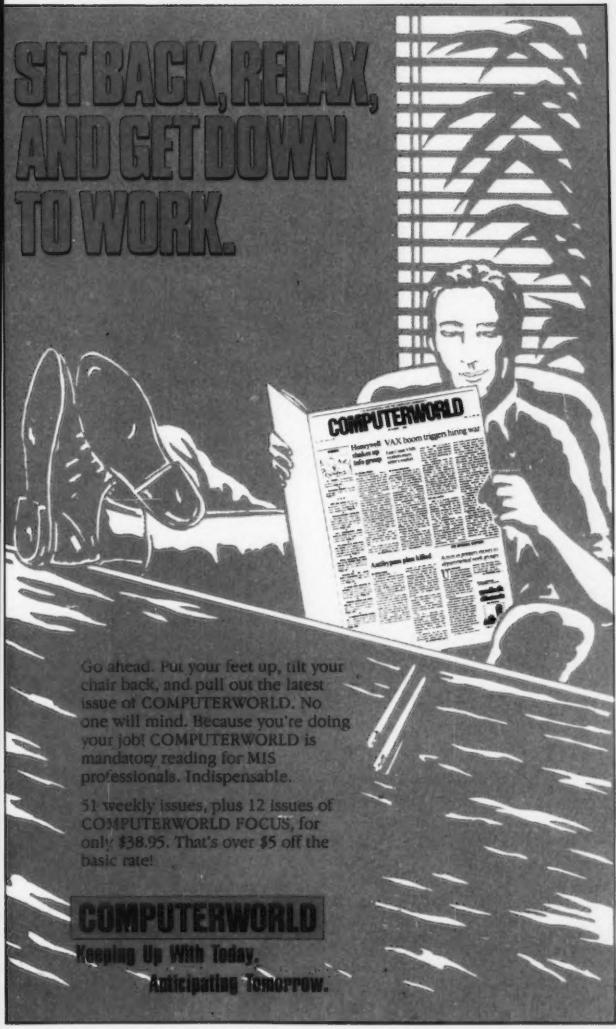
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NEWS

Prime beefs up Series 50 with 2755 office machine

By Stanley Gibson

NATICK, Mass. — Prime Computer, Inc. beefed up the mid-range of its Series 50 32-bit superminicomputers last week by announcing the 2755.

Prime claims the machine is its highest performance office system, offering an average of 20% to 25% better performance than its predecessor, the 2655 superminicomputer, at an average price increase of 4%.

The supermini is designed to exist outside a computer room, in offices or other work areas where up to 128 terminals can be directly attached.

A departmental system

"It can handle complex computing problems for a business that may not be prepared to support the cost of a computer room system. But it's not limited as a stand-alone; the 2755 can operate effectively as a departmental system in a broader network that includes personal computers and corporate mainframes," said Stephen C. Kiely, vice-president of systems marketing and development for Prime.

The machine's performance increases — up to 35% more than the 2655 — are the result of reduced memory-access time, enhanced handling of machine instructions and an

enlarged cache memory. The 2755 CPU executes approximately 1.6 million instructions per second (MIPS), compared with 1.3 MIPS by its predecessor, according to the vendor.

The 2755's features include 64K bytes of cache memory, quadruple that of the 2655; 16M bytes of main memory, double that of the 2655; and support for up to 128 directly connected terminals, also double that of the 2655. Maximum on-line disk storage is 4.2G bytes.

It can also provide for up to 63 remote users connected via Primenet software, a distributed network for both local- and wide-area communications.

Peripheral support

The 2755 is hardware and software compatible with other Series 50 computers and supports the same peripherals as other machines in the 50 series.

Users of the 2655 can change their system to a 2755 by using an in-cabinet upgrade. The 2655 was introduced in October 1985.

Available for immediate shipment throughout the world, a basic configuration of the 2755 system ranges in price from \$95,050 to \$133,200.

AT&T cuts Unix PC prices

By Patricia Keefe

MORRISTOWN, N.J. — AT&T Information Systems has slashed the prices of its Unix PC 7300 and 3B1 by as much as 32%, also reducing prices 12% to 17% on its PC 6300 and PC 6300 Plus.

The cuts coincide with reports that AT&T will soon announce an enhanced version of its Intel Corp. 80286-based 6300 Plus that will feature IBM Personal Computer AT bus compatibility.

The first-ever price reductions on the Unix PC and 3B1, both manufactured by Convergent Technologies, Inc. in San Jose, Calif., have also fueled speculation that AT&T this year will quietly drop the Unix PC and what remains of its foundering relationship with Convergent.

AT&T spokesman Mark Siegal de-

clined to comment on speculation that the Unix PC will be killed, characterizing the Unix PC price cut as a response to market conditions.

"What we have found with all our computers is that price is becoming an increasing factor in the purchasing decision," Siegal said.

But in an interview last month with CW Communications International News Service, Bruno Lamborghini, chief economist for Ing. C. Olivetti & Co., said the Unix PC would be phased out in 1987.

AT&T owns a 25% interest in Olivetti. In October, in a move lauded by analysts, AT&T strengthened that relationship by turning over responsibility for future personal computer development to Olivetti. Lamborghini said he expects U.S. sales to improve now that Olivetti is in charge.

Ashton-Tate finally ships Rapidfile

By Douglas Barney

TORRANCE, Calif. — According to beta-test users, Ashton-Tate's Rapidfile software was not rapid enough, a problem which delayed the product's shipment until last week.

"We decided we were going to lose a lot more credibility if we shipped when it wasn't ready than to miss our date by a few weeks," said Mike Arrigo, Ashton-Tate's product manager for Rapidfile.

Rapidfile, a \$395 file management package, was originally scheduled to ship last December, but users' and analysts' criticisms of the time it took to load files from Dbase III, the dominant microcomputer data base

package, caused Ashton-Tate to re-work the package.

"We improved the time it takes to load a Dbase file. Because it is a disk-intensive operation, you get the most amount of improvement on a floppy-based system, up to 10 times, and on a hard disk, it is twice as fast," Arrigo said. "We did some benchmarks in our test department, and in an extreme case, a 60,000-record file that used to take 40 minutes to load now takes four minutes."

Ashton-Tate also speeded up the product's file sorting. "We saw increases of 15 to 20 times in sort speeds on very large files," Arrigo said.

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Firms ready systems to rival delayed MS-DOS release

Shipments scheduled to start next month

By David Bright

Microsoft Corp.'s industry standard MS-DOS personal computer operating system will soon have some competition.

While corporate interest in the new class of Intel Corp. 80386-based personal computers is growing fast, Microsoft's new version of MS-DOS, which will take partial advantage of the new systems, may not be released for eight months or more, according to most reports.

The new version is expected to

provide multitasking and eliminate the 640K-byte random-access memory barrier of the current versions. Even then, the operating system will probably be designed for the 80286-based IBM Personal Computer AT and compatible systems.

Alternatives

In the meantime, several 80386-based alternative operating systems — some of which are said to be MS-DOS-compatible — will become available in the first and second quarters of this year.

Considering the time lag with the new MS-DOS, along with some of its expected limitations, developers of alternative operating systems may

suddenly have a "window of opportunity," says Dataquest, Inc. analyst Norm DeWitt.

It is DeWitt's understanding that DOS 5.0, as the new version is often called, will provide multitasking for applications that have been rewritten for it. Only one MS-DOS 3.X application will be able to run at the same time as the new programs. "This may mean that the end users are very likely going to be forced to go out and buy all new software to take advantage of the multitasking capability," he says. DeWitt adds that developers at this point report they have found that 3.X applications run slower on an 80386-based system than they do on an 80286-based machine.

Up to now, most systems managers simply have not had enough information about the new operating systems to make a decision. Although many microcomputer managers have vowed to stick with the standards and wait for IBM and Microsoft's next moves, some managers say they may investigate the new software.

At Eaton Corp.'s world headquarters in Cleveland, PC support center manager Fred Zickert says he may take a look at the new systems if they offer MS-DOS compatibility. "Certainly we're not afraid of them," he says. "If they strike our interest, we will be taking a look at them because right now we are beginning to get a backlog of requests [for 80386-based machines]."

Other managers already seem to have made up their minds as to which direction to take, however. There are too many unknowns and no turning back once the alternative systems are installed, notes Ed Macke, manager of PC systems at Northrop Corp.'s Defense Systems Division in Rolling Meadows, Ill. Macke says he would not have time for the extensive testing that would be necessary.

The competing operating systems are being readied at such companies as Softguard Systems, Inc., The Software Link, Inc., Pick Systems and Theos Software Corp.

Operating systems that run Unix and MS-DOS applications simultaneously on 80386-based systems are also being developed by a Microsoft/Interactive Systems Corp./Phoenix Technologies, Ltd. triumvirate, as well as by Locus Computing Corp. and Microport Systems, Inc.

Softguard Systems' VM/386 environment will use the 80386's virtual-machine feature to perform multitasking with MS-DOS and other operating systems at the same time, according to the company.

Claimed to be a superset of MS-DOS, The Software Link's PC-MOS/386 will reportedly also run several MS-DOS programs simultaneously and run 32-bit applications using standard MS-DOS commands.

Software Link to ship system

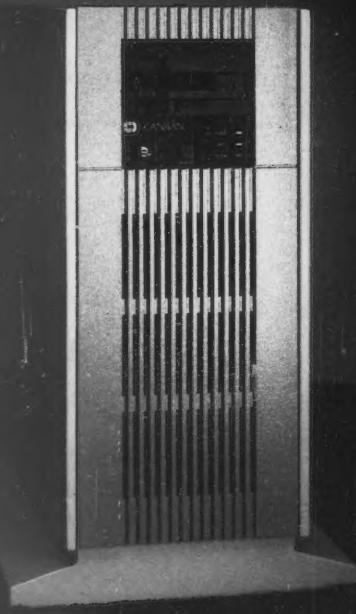
The Software Link plans to ship its operating system next month. Softguard also expects to ship a single-user subset of VM/386 next month for running 32-bit applications, while the target date for VM/386 is June.

Pick Systems may have its non-MS-DOS-compatible Pick 386 operating system ready in the second quarter, says sales manager John Marshall. Pick Systems' software already boasts a strong following, with more than 2,000 applications from microcomputers to mainframes, according to Marshall.

The Theos system was derived from Oasis, a highly acclaimed multiuser operating system common on Zilog, Inc.'s Z80-based systems in the late 1970s and early 1980s.

Theos Software's Theos 386 currently runs on a multiuser microcomputer system and will, in the future, be ported to 80386-based PCs as well, according to Theos President Susan Catalano. The company also provides an MS-DOS emulator that runs under its 80386 and 80286 operating system versions.

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NEWS

Cullinet seeks joint ventures in aggressive CIM strategy

By Rosemary Hamilton

WESTWOOD, Mass. — Cullinet Software, Inc. last week outlined a highly ambitious computer-integrated manufacturing (CIM) strategy and paid product introductions will begin this spring.

The announced CIM plans are part of a status report on the corporate strategy Cullinet announced last September. The CIM plan is based on the challenging goal of eventually offering more than 30 additional CIM products resulting from either product acquisitions or joint ventures.

Cullinet's CIM scheme starts with the premise that the firm cannot offer customers all the necessary software components of a CIM solution, company officials said. "We have the technical foundation and many applications," said Charles Nedell, director of application product services. "What we don't have is many other applications that we don't intend to do because there are good products already out there."

According to Fred Gafner, a CIM product manager, Cullinet has identified 55 CIM-related applications, from computer-aided design (CAD) to job scheduling on the shop floor. Of those, Cullinet currently markets 22 packages, which make up the Cullinet Manufacturing System, as well as its products for repetitive manufacturing environments.

Strategic partners

The remaining 33 applications will eventually be offered to Cullinet customers and will result from either product acquisitions or joint development and marketing arrangements with hardware and software vendors, Gafner said. Cullinet would not release specific information on these potential product acquisitions or strategic partners.

However, Gafner said Cullinet is currently negotiating with some of the major CAD vendors, including Cadam, Inc., to form strategic alliances and develop gateways to link the vendors' software environments. A gateway product that would, in effect, function as Cullinet's end of the link is about to be tested, Gafner said. It is a joint effort between Cullinet and a software development company, the name of which Gafner said he could not disclose.

Tom McDoniel, director of commercial products, said he sees these partnerships as more promising than the Cullinet agreement with Lotus Development Corp., a partnership that also involved a gateway product and eventually collapsed.

"The Lotus agreement concerned competitive products," McDoniel remarked, "whereas these will be with vendors who offer something we don't plan to."

Of the 33 applications Cullinet plans to offer, the vendor said it will pursue strategic partnerships for 17 of the applications and is seeking to buy either technology rights or actual products for the remaining 16 applications.

In addition to the CAD area, a strategic partnership is expected to be forged with a shop-floor data collection vendor, said Gafner, who explained that customer surveys have

identified this application and CAD as the top two priority areas.

There are at least a half dozen applications at the cell level on factory floors, such as those applications that govern numerical control equipment, that also lend themselves to joint ventures because "they're very hardware driven, and we're not in the hardware business," Gafner said.

On the product acquisition side, Gafner said the two priority areas are forecasting and project management, although he could not announce specific plans other than to say discussions are under way.

Banyan to ship 386 products

By Patricia Keefe

WESTBORO, Mass. — Banyan Systems, Inc. will ship an Intel Corp. 80386 version of its Vines distributed network operating system by mid-year, followed by an 80386-based file server by year's end, a company official said last week.

"Users don't care [about particular processors], but they want performance. We think the 386 is a good solution," said Robert Stearns, vice-president of marketing.

Specifically, Banyan users can expect to achieve higher performance and more storage capability and to be able to run more local-area networks concurrently under Banyan's 386-based solution, Stearns said.

For example, Banyan's current server can support 20 serial ports. The 386 server will double that capacity, support more peripherals and feature more sophisticated communications applications.

Vines 386 is simply an enhanced version of Vines 286 running in 386 mode, Stearns noted. "It's not a terribly difficult task."

Like its competitors, Banyan is not waiting for IBM to release its much-anticipated 386-based personal computer.

"I'm not worried about [IBM's plans] with the 386. They have a lack of server technology in general. Whatever IBM does will not directly impinge on us," Stearns said.

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VIEWPOINT

EDITORIAL

The look and feel of a can of worms

The pair of lawsuits filed by Lotus Development Corp. alleging illegal cloning of 1-2-3 has created a stir befitting the potentially enormous consequences of the suits. There are a lot of worms stirring within the documents Lotus filed in federal court. The only birds likely to leave this debacle feeling satisfied are the lawyers.

No, this isn't the basic software copyright suit, where the plaintiff charges unlawful copying of code. Rather, Lotus is contending that a couple of moderately successful packages are illegal because they look and feel like 1-2-3.

The first thing the judicial system will have to decide is exactly just what "look and feel" means. Once that problem is licked, the court will have to determine if a company can lay exclusive claim to the look and feel of its software. The courts will then pass judgment on the matter. And five years later, when the appeals process has come to a conclusion, they will announce the winners and losers.

However, we won't have to wait five years to feel the repercussions of this suit. One company developing an Intel Corp. 80386-specific operating system sent out press material last week, stating that its operating system is not a superset of Microsoft Corp.'s MS-DOS — as previously described — but rather an independently developed system.

There just aren't that many companies willing or financially able to go toe-to-toe in court with the Lotuses or Ashton-Tates or Microsofts of the world.

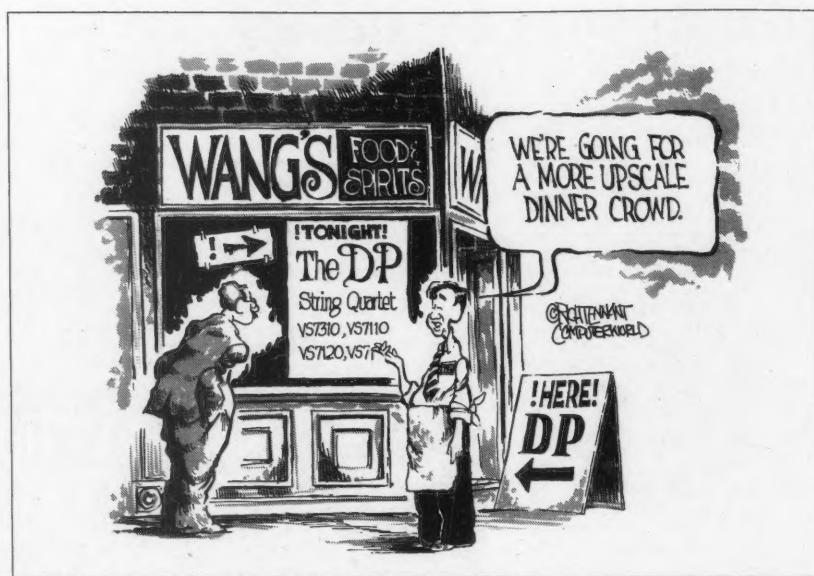
Further, the Lotus suit is sure to make some current and potential users of the alleged imitators skittish as they wonder if future enhancements of and support for the alleged copycats will be available.

Clearly, Lotus or any other company should enjoy the protection of the law when someone steals what's rightfully theirs. In Lotus's case, the company has much to lose to relatively cheap knockoffs of its 1-2-3 cash cow.

Users also stand to lose tremendously if protection can't be guaranteed for costly research and development efforts aimed at producing advanced computing solutions that imitators simply steal. The computer industry has been the scene of some of the most blatant and outrageous of copyright violations. Software is a prime candidate for such rip-offs, because actual package production costs are so low — once a market is established, that is.

But in its filings in court, Lotus says that the two packages in question are "copies — albeit, inferior copies." At a press conference in which the suits were discussed, company officials stressed that the packages posed no great threat to Lotus.

So if the packages are inferior and pose no great threat, just what is Lotus after? The answer would seem to be the market the company essentially created and now feels it should essentially own.



LETTERS TO THE EDITOR

Tax reform vs. competitive sabotage

My thanks to *Computerworld* for the article, "Tax reform dooms DP free-lancers" [CW, Dec. 15].

I am dismayed to see, once again, how the actions of just a few self-serving individuals adversely affect the livelihood and prosperity of so many. I strongly resent the insidious manner in which the technical service firms managed to sabotage their competitors under the guise of the tax reform bill. They managed to get the Joint Committee on Taxation to put Section 1706 into the bill, which makes it illegal for their competitors to continue doing business. The public was never told about this until after the fact.

Not only are the individuals running the technical service firms unwilling to attempt to compete in the normal marketplace, they are unwilling to expose their political activities to public scrutiny and debate.

What sense does it make to claim that the use of subcontractors gives some consulting firms an unfair advantage over others?

If the larger technical service companies thought it was more profitable to use subcontractors, they could have used them themselves, rather than trying to force everyone else to do business the way they do.

If the Independent Computer Consultants Association does not launch an all-out effort against Section 1706 of the tax act, it not only will be failing to serve its members but will simply disappear, along with those it represents.

While the stated purpose of Section 1706 is to collect more taxes, it is clearly an effort to remove competition. It will have the effect of taking money from the pockets of practically everyone involved.

The independents who become contract employees will make less money or will leave data processing, and the smaller, more efficient consulting businesses will vanish because it isn't practical for a small firm to keep year-round employees for unpredictable short-term projects.

With the lower end of the price scale removed, only the higher priced technical service companies will remain, with these higher costs passed on to the client.

Clearly, when there are dollars involved, ethics, morality and common decency don't even seem to exist.

Phil Nowak
Chicago, Ill.

Parlez-vous videotex?

In response to Michael A. Conniff's article, "Videotex: Beyond the word" [CW, Nov. 3], I believe Conniff to be a little bit lost in the videotex world. Saying that "the French government came ashore ... calling their solution everything from 'antiope' to 'telematics' to 'minitel,'" gives me the feeling Conniff also doesn't know the differences between them.

Antiope is a private service available on a television through Hertzian waves. It has nothing to do with videotex. Telematics is a general term that merely means telecommunication. It has still nothing to do with videotex except that videotex is a technology in the telematics scope. Minitel is the device name of the terminal through which people access videotex services. For Conniff's own knowledge, there is only one word regarding French videotex: It's Teletel.

In addition, French videotex is becoming a multimillion dollar industry. Videotex traffic in France totaled 2,325,254 access hours, with 1,724,193 Minitel terminals in active use. Featuring over 2,000 services ranging from bulletin boards to electronic banking, shopping, mailing and specialized data bases, videotex, in France, works.

Laurent Van Huffel
Manager of Marketing Support
United Software Systems and Services Corp.
New York

A key player in parallel processing

Your article, "Parallel Processing" [CW, Dec. 22], was both interesting and disappointing. It was interesting from the point of view that you believe this type of architecture's time is about to come and that the major vendors are slowly but surely moving toward this technology. It was, however, disappointing that Encore Computer Corp., an early leader in developing the technology and a successful key player in this area, was only given a name mention as an example of multiprocessing.

Please keep in mind that Defense Advanced Research Projects Agency (also mentioned in your article), after a highly competitive bid, chose Encore and our Multimax technology as the company and architecture of choice to build a 1,000-million-instructions-per-second, general-purpose system. As a result of this \$10 million award, Encore will be

Continued on page 18

VIEWPOINT

Waiting for the wind to go out of software pirates' sails

How much is piracy costing the American computer industry?

It depends on whom you listen to. The Department of Commerce estimates that all piracy — including that of records, tapes, books, computers, software and the like — costs U.S. vendors \$1.3 billion per year, according to Harvey Hale Jr., assistant U.S. trade representative. Computers and software represent more than half of that total, about \$800 million.

However, according to an analysis by Apple Computer, Inc., the cost is much higher. Albert Eisenstat, Apple senior vice-president, says hardware and software piracy has cost the U.S. computer industry in excess of \$20 billion in the last five years, with an attendant loss of some 750,000 jobs.

Legitimate packages

A 1985 study by Future Computing, Inc. projects software losses alone at about \$800 million per year. The study further estimates that for every legitimate personal computing software package in use, one unauthorized copy exists. However, a study by Infocorp covering the same period indicates that software publishers are losing only about \$170 million per year — a fraction of their \$5 billion in revenues. Microsoft Corp. seems to agree with this assessment.

Ahl founded Creative Computing Magazine and is the author of more than 20 books on recreational, educational and professional computer applications.

ment, according to corporate spokesman Marty Taucher, who says, "We've never run into copying as a major problem."

On the other hand, The Association of Computer Retailers reports that software, which represented some 25% of members' sales in 1984, has dwindled to only 6% of sales in 1986. A recent issue of "Electronic Education" was entirely devoted to the problems of piracy. The articles noted two disturbing results of piracy: the abandonment of the education software market by several major publishers and the reduced incentive for software authors to develop new, innovative packages.

It is clear that certain portions of the market are affected more than others. Publishers and retailers of educational, home and widely used business packages seem to be deeply affected, while value-added resellers and producers of custom packages seem to be largely unaffected.

What is also clear is that user friendliness and copy protection are incompatible. Protected software is difficult to load and use on hard-disk systems. Key lock and code identification systems are also objectionable to both users and retailers alike — to users because they are cumbersome to use and to retailers because they must stock extra parts and furnish additional end-user hand holding.

Some vendors, like Microsoft and Ashton-Tate, believing piracy is a

relatively inconsequential problem, decided to put the desires of their customers first and removed copy protection from their packages. Other vendors, like Lotus Development Corp., fearful of making it any easier for pirates to copy their packages, continue to employ copy protection and are pressuring ADAPSO to formulate industrywide copy-protection standards.

Apple has also taken a hard line in legally fighting the fake Apples produced throughout Asia. This problem, of course, is different from software piracy, but there is overlap since successful hardware copying will inevitably spark software copying. Today you can buy a pirated copy of nearly any software package you wish — Framework II, Lotus 1-2-3, MS-Word, Turbo Lighting and even Xenix — in Hong Kong at 50% to 90% less than the U.S. price.

What will be the long-term effect of widespread piracy? For guidance, one can look to the music and film industries. Both proposed legislation to tax tape recorder and blank cassette sales to reimburse entertainers for lost revenue caused by copying. The entertainment industry pointed to the dire consequences of diminishing artists' incentives to perform: There would be fewer movies and recordings from which consumers could choose.

The consumer electronics industry responded by forming "Right to Tape," a well-funded lobbying group

opposed to any restrictions on copying. Enactment of legislation is a long and painful process; after many years, practically nothing has happened.

Meanwhile, film studios are as busy as ever, concerts are more popular than ever, and, if there is a dearth of recordings, it is simply because the compact-disk presses can't keep up with demand. Filmmakers discovered that it was actually more profitable to sell more units at a lower price. Rarely is one priced above \$29.95; two years ago, \$79.95 was the norm.

Temporary shifts

While there are differences between the audio/video and computer software markets, there are enough similarities to draw some conclusions. First, software authors will not desert the market. While they may make some temporary shifts — education to business, for example — in general, innovation will not die.

Second, manufacturers are going to reduce prices to a point where piracy really doesn't pay off. In doing so, they will be surprised at how much additional demand they generate.

Third, technology will eliminate some of the problem. Just as compact disks provided an inadvertent solution for the entertainment industry, they, or another device, are likely to solve some of the piracy problems in the software industry.

My view is to forget about piracy. A free market and technology are much stronger forces and will make piracy a no-reward venture.



By DAVID H. AHL

The information business: Captivating and confounding

Think of yourself as a strategic planner for a hardware manufacturer, and the internal think-tank talk has turned from the annoying present — networking, systems integration, software services and desktop publishing — to the imminent future. You are now charged with dusting off the crystal ball and coming up with a clear vision of the concepts that will drive the company into the next century.

A difficult task, but, if you are IBM, Digital Equipment Corp., AT&T or even Apple Computer, Inc., you have a ready answer: information. Your company is in the business of solutions, you say, and you need to bundle your hardware and software with information services. It's nothing more than taking systems integration, networking and software services a step further.

Given the logic of such a strategy — a logic that all four found irresistible — why have all these vendors stumbled so awkwardly in the information business?

IBM took the joint-venture route with name-brand partners: International Marketnet Service, the brokerage automation joint venture with

Merrill Lynch & Co., has been a duo to date; CBS, Inc., IBM's joint-venture partner with Sears Communication Network, Inc. in Trintex Co., the consumer videotex service, has pulled out of the project.

A familiar role

DEC tried to become a publisher of compact-disk/read-only memory (CD-ROM) titles but abandoned the publishing business per se in favor of the more familiar role of supportive vendor.

AT&T tried and failed twice, first with a real-estate information service and then with a joint marketing agreement with Quotron

Systems, Inc., which was discontinued when the financial quote provider was acquired by Citicorp, N.A.

IBMs seems to bring its own brand of elephanitis to the information business. DEC, a dutiful cow nudging its calves, tries to push technology along, at times to its own near-term detriment. AT&T's response to the information business is invariably Pavlovian, salivating for the T-bone steaks regulators say they can't have.

Why can't the vendors stay away? By all estimates, the information

GUEST OPINION

By MICHAEL A. CONNIFF

business still promises the open-ended growth now a distant magnetic memory in the vendors' past. They look at the chocolate-covered nougats like CD-ROM, consumer videotex and financial information services, and they can't keep their hands off.

Perhaps the demise of information services at Apple, where all things seem magnified, is the most instructive. Desktop publishing and desktop communications have dominated the publicity emanating from Cupertino, Calif., but Apple has also devoted resources to "desktop information."

Apple Information Services, under the leadership of an Apple vice-president, consisted of 15

people dedicated to Apple proselytization in the information industry. Apple evangelists spoke of the wonder of the Macintosh user interface as a data retrieval tool. Apple dispatched 10 people, including a business development consultant, marketing manager, director of engineering, network operations manager, software manager, vice-president, software engineer and manager of software engineering, to a small information industry conference on CD-ROM.

But there was a problem — desk-

top information wasn't really at the heart of their business. Apple Information Services was soon scrambling for matching funds from outside the company that would enable the unit to become a separate subsidiary — and to eventually enter the world of MS-DOS-based software.

Disbanded and dispersed

"We almost got the money," said one former Apple employee. Times-Mirror Co., the newspaper, cable television and publishing powerhouse, almost bought in. But it was not to be. Apple Information Services has been disbanded, its employees dispersed throughout the company or dispatched in search of other non-Apple work.

If vendors observed a few simple rules, they could save their companies time and resources:

- Don't get taken in by the glamour and growth of the information business. It is a complex and confounding field, even for executives with experience under their belts.
- Resist the impulse to establish equity positions with brand-name companies just because it looks good on paper.
- Pursue strategic marketing agreements that don't encourage the establishment of an entirely new and impenetrable bureaucracy.

VIEWPOINT

Continued from page 16

making incremental "footprint" announcements in terms of system performance as we meet our three-year commitment. We are, however, just as committed to the software side of parallelism as we are to the hardware side, and will continue to place major emphasis on our operating system development.

Kenneth H. Goldner
Director
Industry Marketing
Encore Computer Corp.

Classifying processing

As the article, "Parallel processing" [CW, Dec. 22], points out, there are many definitions of parallel processing. Actually, you can throw in the concepts of vector, array, multi- and matrix processors.

Unfortunately, the major problem is that people confuse parallelism in processing with parallel processors. I have an IBM Personal Computer XT microprocessor with an 8087 math coprocessor that can process simultaneously but is not a parallel processor.

I disagree with IBM that the project is a parallel processor. I feel that it actually is a vector processor. Also, I don't think the delineation should be as large a mystery as is stated. A text book called *Computer Architecture and Parallel Processing* by Hwang and Briggs presents a technical analysis of parallel and vector architectures.

They state three schemes were devised to classify computer architectures. Flynn (1966) bases his classifications on the multiplicity of instruction and data streams in a

computer system. Feng's scheme (1972) is based on serial vs. parallel processing. Handler's classification (1977) is determined by the degree of parallelism and pipelining in various subsystem levels.

All of the classifications would consider the IBM GF11 processor a multieexecution unit — or single-instruction, multidata stream — vector processor. Only one instruction is decoded by one control unit at a single point in time. It is acted upon by execution units, not processors. The execution unit only carries out the single instruction. It has no control unit and therefore can't decode its own instruction.

A parallel processor would incorporate multiple processors, each of which is composed of a control unit and an execution unit. Multiple instructions would simultaneously be

decoded and sent to their own execution units.

As a person who is trying to understand the subject, I will welcome all articles that are as interesting and thought-provoking as this.

Tony Jeffcott

Vice-President, Technology
Intech Leasing Corp.
Stamford, Conn.

Ametek's applications

The feature story, "Parallel processing" [CW, Dec. 22], did a fine job of addressing the issues of multiprocessing, but the research into commercial vendors unfortunately omitted a number of major players, including Ametek, Inc.

Had Ametek's System 14 not been omitted from the story, readers would have learned about an Intel Corp. 80286-based parallel processor that was commercially available in 1986. Important applications in technical and commercial markets include physical simulations of heat flow, oil fields, transonic aerodynamics and a wide variety of Fast Fourier Transfer applications.

Al Kernen

Manager, Marketing and Sales
Ametek
Arcadia, Calif.

Open systems problem

I must confess that I found John L. Kirkley's Viewpoint, "Friendly vs. forward-looking: The Mac and AT square off" [CW, Dec. 22], highly amusing. "Friendly vs. forward-looking?" At least on the Macintosh, desk accessories know how to live with each other. He offered an interesting comparison — an enthusiastic user eager to show off what can be done now with a Macintosh and an equally enthusiastic tech wizard saying, in effect, "Look what we'll have in a year or so!"

The point of contention seems to be open vs. closed operating systems. The Mac system is closed because it has few optional parts. In fact, if it even has a name, it's managed to escape me. The Microsoft Corp. MS-DOS system is open because it has a plethora of optional parts.

There's only one thing wrong with the open idea. The Mac system already has the parts needed to supply user-friendly software in a standardized graphic environment. To achieve the same thing under the IBM/MS-DOS architecture, one must first shell out enough money for graphics peripheral equipment to have bought an Atari Corp. ST or Amiga, then call the MS-DOS wizard to patch the peripheral drivers into DOS and hope the graphics applications work together. If this seems extreme, remember that MS-DOS is a direct descendant of an operating system that was intended to run on a 20K-byte, nongraphics, 8080-based microcomputer.

To the gurus, the Mac system may appear limited, but the Mac users seem to be pretty happy on the whole. They could care less about what DOS does or doesn't have, technically speaking, so long as the job gets done. If a system with an extendable, multitasking DOS with integral color graphics and a mouse is what you need today, go out and buy an Amiga.

Tim Holloway
Principal Associate
MTS Associates
Jacksonville, Fla.

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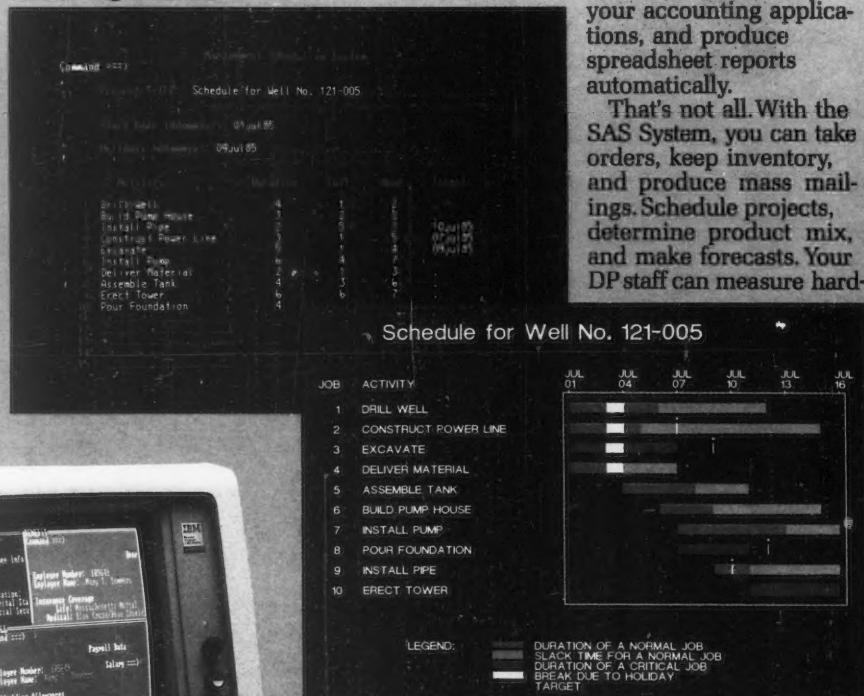
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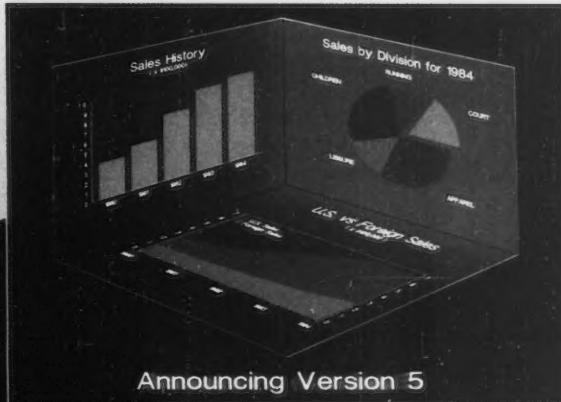
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NETWORKING



DATA STREAM
Walter Ulrich
and Elisabeth Horwitt

Reflections on a hectic year

The three-year period ending at midnight Dec. 31 was the most hectic in the history of the communications industry. During that time, communications managers had to learn to deal with the divestiture of AT&T and the subsequent regulatory and market confusion as competition intensified and vendors sought new fields of endeavor.

Of those three years, the last was particularly hectic. New technologies emerged. Several promised breakthroughs even became commercially available. Industry segments experienced repositioning, growth and shakeout. Users had trouble keeping track of it all. Here, in broad strokes, is the communications industry of 1986:

With profits down 12% in the first nine months, IBM had a tough year. Nonetheless, Big Blue announced communications-related products at a stunning rate. Among the most significant are PC Netview and the 9370. PC Netview could be looked at as IBM's Trojan horse: Promising a network management interface standard, it puts Big Blue in control of other vendors' telecommunication equipment.

The 9370 is part of IBM's counterattack against Digital Equipment Corp. in the departmental processor and networking arenas. Not only does the low-end system fill in an important gap in IBM's office systems strategy, but it

See **REFLECTIONS** page 25

Ulrich is president of Houston-based management and technology consulting firm Walter Ulrich Consulting. Horwitt is Computerworld's senior editor, networking.

printf("Hello, ^{MAINFRAME} world\n");

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Multiport transceiver out

Terminals, PCs to gain fiber-optic connectivity

By Stanley Gibson

ROANOKE, Va. — Fibercom, Inc. announced last week a multiport version of its Whisperlan transceiver that provides a cost-effective way for IBM Personal Computers and terminals to communicate over the company's fiber-optic-based Ethernet local-area network (LAN), according to Albert Bender, Fibercom president.

Whisperlan/MPT supports up to eight asynchronous devices at a cost of \$225 per Ethernet connection, as compared with the original Whisperlan transceiver, which connects one device at a cost of \$750, Bender said.

Whisperlan/MPT is not a network server on which a group of devices share access to one network connection; rather, it is a segment of a fiber-based IEEE 802.3

Ethernet: "A LAN in a can," according to Bender. This means that devices connected to a transceiver can talk to one another just through the transceiver or transmit to other nodes on the greater Ethernet LAN.

"The multiport transceiver will make Whisperlan appealing to the PC world," Bender said, adding that he believes the product will be attractive to businesses for connecting PC LANs to fiber-optic backbones.

An existing Ethernet PC network, as well as single Ethernet devices, can connect to a Whisperlan/MPT port, according to Bender.

Each Ethernet device can be located 150 feet from a transceiver.

Whisperlan/MPT is intended to work with Whisperlan, Fibercom's product that implements standard 10M bit/sec. Ethernet over fiber-optic cable. However, Bender said all Whisperlan products are fully compatible with Digital Equipment Corp.'s

See **MULTIPORT** page 25

INSIDE

First field trial of the ISDN primary rate interface begins/24

NEW THIS WEEK

■ Server Technology offers Net-bios-compatible version of its Easylan network software

■ For more on this and other new products, see pp. 59-62.

INSTANT ANALYSIS

"Everyone and his brother is trying to say that what his company is doing is Open Systems Interconnect."

— Vick Boersma, manager, technical requirements, technology and standards, Northern Telecom, Inc.

Hybrid cabling system debuts

By Patricia Keefe

MORTON GROVE, Ill. — Taking its cue from IBM, AT&T and Digital Equipment Corp., Northern Telecom, Inc. introduced its version of a uniform building network wiring scheme employing a combination of fiber-optic cable and standard twisted-pair wiring.

Called Integrated Building Distribution Network (IBDN), the Northern Telecom scheme is similar to those of its competitors. "Let's face it, the wire topology and basic connection technology is set by the 100-year-old telephone network," said Robert Newton, program director of local-area communications for the Gartner Group, Inc. in Stamford, Conn. During the next five to 10 years, he predicted, building wiring schemes will move toward fiber-optic only.

The building wiring schemes, according to

See **HYBRID** page 24

Comsat, ITT unveil overseas satellite links

By Elisabeth Horwitt

ITT World Communications, Inc. in Secaucus, N.J., and Comsat International Communications, Inc. in Washington, D.C., have announced what reportedly are the first digital satellite-based overseas services between the U.S. West Coast and the Pacific Basin countries.

ITT's Worldsat service, unveiled earlier this year, now offers satellite-based connections between the U.S. and "any country served by Intelsat Business Service," said Beth Enrich, Worldsat product manager. Intelsat Business Service is a consortium of European carriers offering international satellite-based services.

Worldsat offers links between the West

See **OVERSEAS** page 24

your programming investment across operating environments. Virtually every new computer supports C, and portable programs created with the mainframe compiler under OS or CMS will run on any other machine with a C compiler.

The mainframe compiler uses standard IBM linkage conventions. Assembler programs, MAIN routines in other high-level languages, and packages such as IBM's ISPF and GDDM can be invoked directly from C.

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Overseas satellite links unveiled

From page 23

Coast and either Europe or the Pacific Basin and between the East Coast and Europe. Comsat, which already offered East Coast-to-Europe services, recently added a West Coast-to-Far East offering. Customers in other parts of the country will be able to access the Far East gateway in San Francisco through Comsat's domestic network, according to Eric Novotny, Comsat director of new business development.

Both ITT and Comsat are implementing coast-to-coast terrestrial links to supplement domestic satellite-based connections. A terrestrial link is necessary for data and voice communications applications that cannot tolerate transmission delays that occur during the double satellite hop needed for an East Coast-to-Far East connection, for example, Novotny explained.

Comsat's West Coast-to-Far East services will offer rates comparable to the U.S.-to-Europe offerings, Novotny said. Typically, a 56K bit/sec. line between the East Coast and a European country costs \$5,000 per month for Comsat's portion of the link and approximately the same amount for the European carrier's portion.

ITT charges \$4,250 per month for its portion of a 56K bit/sec. or 64K bit/sec. overseas link.

Both Comsat and ITT's overseas offerings are based on the Intelsat Business Service. Both support digital transmissions of voice, data, video and facsimile at rates of up to 1.5M bit/sec. or 2M bit/sec., depending on the variety of T1 standard available in the destination country.

Hybrid cabling system debuts

From page 23

to Newton, are loss leaders for switch makers hoping to sell equipment to users. "All the people who sell structured wiring systems are basically losing money on it," he said, adding that money is made on the installation of cable.

The hybrid cabling system used in Northern Telecom's IBDN allows terminals and computers to communicate with each other exactly as they would over coaxial cable with no degradation in speed, according to William J. Viviano, vice-president and general manager of Northern Telecom's Cook Electric Division, a telephone equipment and peripheral computer products firm.

Under the IBDN plan, twisted-pair wiring up to a distance of 2,000 feet would support a Northern Telecom Meridian SL-1 integrated services network with a distribution speed of 2.56M bit/sec. A combination of twisted-pair and signal converters would be used to accommodate such systems as IBM's 370 at 2.35M bit/sec. and System/34, 36 and 38 at 2.4M bit/sec.

The plan also includes software enhancements for planning, engineering and cable management.

GTE, Mountain Bell test ISDN primary rate

By Elisabeth Horwitt

PHOENIX — GTE Communications Systems Corp. and divested Bell operating company Mountain Bell last week began what reportedly is the first field trial of the Integrated Services Digital Network (ISDN) primary rate interface.

The primary rate defines 23 64K bit/sec. channels plus one 64K bit/sec. or 16K bit/sec. D channel that carries signaling information. It was designed to link digital private branch exchanges, communications processors and other devices that perform high-volume communications, according to Mountain Bell spokesman Robert Meldrum.

The trial involves the transmis-

sion of digitized voice and data between a GTE central-office digital switch at a Mountain Bell office in downtown Phoenix and a private-network switch located at GTE headquarters in North Phoenix, about 13 miles away. The use of fiber-optic cable connections between the two sites allows transmission over that distance, Meldrum said. Other site trials have involved distances of only a few miles, he added.

'Using ISDN to streamline'

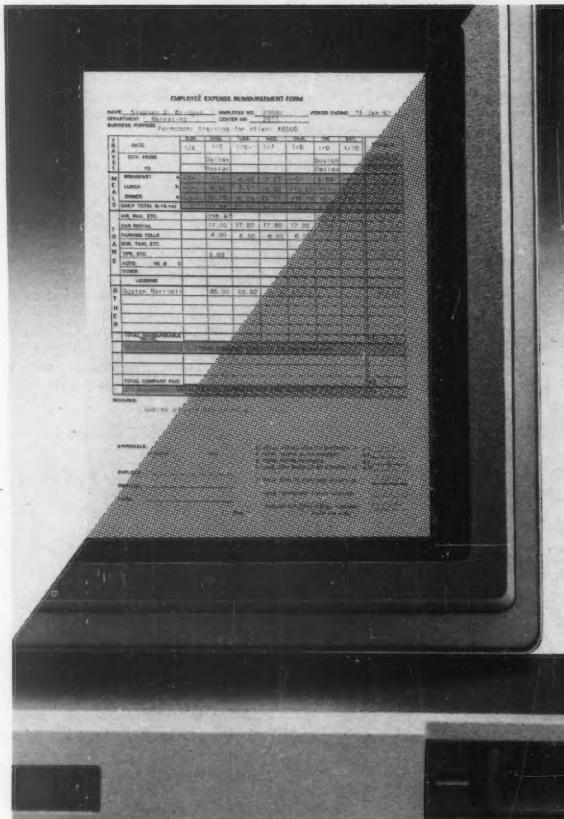
GTE and Mountain Bell will be participating as ISDN customers during the trial, using ISDN primary- and basic-rate interfaces as part of their internal communications sys-

tems. "From our perspective, we're using ISDN to streamline our communications," Meldrum said. The trial is one of six scheduled for this year by regional holding company U.S. West.

The next site trial planned by U.S. West, scheduled to start in February, will be an internal test involving five Mountain Bell locations in the Denver area, according to Meldrum. The trial will test ISDN networking over a digital adjunct switch attached to an ordinary analog central office switch.

Other ISDN trials have used digital switches, "but most central office switches out there are analog, and it would be too expensive to convert to all digital; so this is an important test," he added.

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NETWORKING

Reflections on a hectic year

From page 23

is also the first IBM host to directly support non-IBM communications protocols such as Ethernet and Transmission Control Protocol/Internet Protocol.

IBM's joining the Corporation for Open Systems was another strong sign that the company will not stand aloof from the standards evolution.

Superior financial performance plus a string of solid product announcements made DEC the darling of the financial analysts and the consulting community. Major DEC networking announcements in 1986 included centralized network man-

agement tools and better integration of the IBM Personal Computer with the VAX VMS environment through the Vaxmate. DEC also took the lead in Open Systems Interconnect (OSI) support, completing its seven-layer OSI suite with an X.400 electronic mail interface.

Supporting major architectures

Wang Laboratories, Inc., Hewlett-Packard Co., Data General Corp. and the rest were not far behind in announcing support of the two major communications architectures: OSI and IBM's. The announcements of LU6.2 support have been deafening, but users still await real applications that will make peer-to-peer networking under Systems Network Architecture a reality.

With the merging of Sperry Corp. and Burroughs Corp. into Unisys

Corp., the obvious next step will be the integration of the two vendors' product lines.

AT&T did a great job on communications technology but has fared poorly in the marketplace. At the end of the year, AT&T announced a \$3.2 billion write-off and the elimination of more than 27,000 jobs. Of course, AT&T's major competitors, MCI Corp. and U.S. Sprint Communications Co., also announced write-offs and/or losses last year and are clearly feeling the pressure of AT&T's rash of rate cuts.

FCC eased up

The Federal Communications Commission eased up considerably on AT&T and the divested Bell operating companies. AT&T Communications and Information Systems divisions now can jointly market and

support their products. AT&T and the regional carriers now can use one accounting system for regulated and nonregulated ventures, provided they can satisfy the FCC that no cross-subsidization is taking place.

Everyone talked up Integrated Services Digital Network (ISDN), and in November, the first ISDN trial was initiated in Phoenix. AT&T claims that it will offer true ISDN services this year, but subcommittees are still struggling to reach a consensus on protocols, and general availability is slated for 1988.

The time for reflection is gone. The new year is a time to put strategies in place and tactics into action. The manager who fails to play by the new and ever-changing rules of the communications game will be reading the want ads before the year is out.



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They can be filled in faster. The computer can automatically fill in standard information like a customer's address. When the same information goes on several pages, you enter it once; the computer puts it in all the right places. (A title company went from six sets of documents per person per day to thirty-six.)

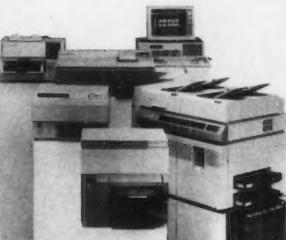
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Multipoint transceiver out

From page 23

Decnet, Lanbridge 100 and Deconnect. In addition, he said the system works with AT&T's Premises Distribution System wiring scheme and IBM's Cabling System.

One of Fibercom's early customers, Tennessee Technological University in Cookeville, installed a fiber-optic backbone composed of eight Whisperlan transceivers to connect a seven-building campus. From each transceiver, Ethernet cable runs to DEC Delni boxes and from there to DEC terminal servers.

The Whisperlan/MPT replaces the DEC Delni and single-port Whisperlan in configurations such as the one described above, according to Kevin Hamilton, Fibercom applications engineer. The Delni is an eight-port concentrator to which eight Ethernet devices can connect.

A possible drawback of the network is that network operations are interrupted each time a node is added. However, network switches and multipoint transceivers can be installed strategically so that nodes can be added as work-area networking needs grow, Fibercom's Bender said.

Among the advantages offered by the network are greater maximum distances between nodes and the elimination of repeaters that are necessary components of coaxial cable-based Ethernets, Bender added.

Fibercom may introduce Manufacturing Automation Protocol or IEEE 802.5 token-ring transceivers in the future, according to Bender.

Whisperlan/MPT costs \$1,800 and will be available for shipment in 60 days. At \$1,800 per node, eight devices can connect at \$225 each. A single-port Whisperlan costs \$750.

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SOFTWARE & SERVICES



SOFTALK
Charles Babcock

Restructuring roundtable

In the debate on Cobol restructuring that took place recently in Chicago, it was clear that certain benefits accrue to those who take the restructuring approach.

Restructuring amounts to constructing a hierarchical or tree-like structure out of the tangled Cobol that sometimes travels under the epithet spaghetti code. A restructuring program will analyze the application, eliminating recursive logic, premature exits or backward jumping loops. The aim is to get a program that functions the same as an unstructured program but is much easier to read and maintain.

IBM endorses the concept of restructuring and has issued its own product, Cobol/SF, but it only works on VS Cobol II, a thinly installed version of the language. IBM refused to send a speaker to the debate because it was being videotaped, according to a spokesman for the organizer, Peat, Marwick, Mitchell & Co.

While there was agreement on the benefits of restructuring, there was little agreement on approach. At times, it seemed as if the contrast evident in the personal style of the three debaters was carried through to the products they had written as well.

Eric Bush, the young and professional chairman of Language Technology, Inc., showed the surest wit and evinced the most cerebral approach to restructuring; at times, it seemed as if the oversize mustache on Bush's face was just one more sign of his determination.

See **RESTRUCTURING** page 28

Babcock is Computerworld's senior editor, software & services.

ADR updates 4GL offering

Claims improved speed, throughput, CICS activity

By Charles Babcock

PRINCETON, N.J. — Applied Data Research, Inc. (ADR) has announced the third release in 17 months of its fourth-generation programming language, Ideal, claiming it offers a 25% performance boost.

The claimed performance improvement comes on the heels of a 35% performance increase cited by ADR in the previous release last April. Users of the IBM CICS application-oriented fourth-generation language, such as L. L. Bean, Inc. of Freeport, Maine, claimed a gain of as much as 65% in execution time with that release. Together, the two releases reflect a 100% improvement in system throughput, according to Joseph W. Farrelly, vice-president for research and development at the mainframe systems house, located here.

A spokesman for ADR said the performance improvement stemmed from short-

ening the instruction path for the parts of the language that were most consumptive of machine resources, improving its ability to interact with the CICS environment and reducing I/O requirements.

Farrelly said Release 1.4 puts compiled Ideal programs and panel definitions into operating system load modules rather than Ideal's own library. The load modules have been link-edited and can be managed directly by CICS, reducing the amount of communications needed between Ideal and CICS, he added.

Farrelly said response time has been improved 20%, CPU utilization reduced 15% and temporary storage I/O cut 25%. The three combined yield an overall 25% gain in system throughput, he explained.

In addition, Release 1.4 incorporates commands that let a user automatically distribute an Ideal report over an ADR/Email network. Although the number of ADR/Email users is limited to 282, Farrelly said ADR thinks the importance of electronic mail will grow and that Ideal's usefulness is enhanced with the commands.

See **ADR** page 28

INSIDE

Unisoft package supports Berkeley and AT&T Unix/29

DEC broadens its Baseway sales/29

NEW THIS WEEK

■ Interleaf offers Release 3.0 of its Technical Publishing Software

■ Prime releases its implementation of Common LISP

■ For more on these and other new products, see pp. 59-62.

INSTANT ANALYSIS

"VM was supposed to be a bridge to MVS. But VM has so much flexibility that some companies in the VSE world are turning to VM instead of MVS. That is something that IBM didn't fully anticipate."

— Donald W. Sullivan, general manager, Uccel Corp., VSE Systems

Users unsure of windows standard

By Rosemary Hamilton

While applauding their vendors' efforts to offer a standard windowing environment, some workstation users said last week they are not yet certain that the windowing system chosen, X Windows from MIT, would be their choice.

"It's nice that the manufacturers are actually agreeing on what could be a standard," said Mark Plotnick, a member of the technical support staff at the AT&T Bell Laboratories facility in Murray Hill, N.J. However, Plotnick said his department plans to evaluate both the X Windows system and the recently introduced Network Extensible Window System (NEWS) from Sun Microsystems, Inc.

"I haven't heard much about the vendors' announcement, but it sounds very nice," added Chuck Royalty, a technical staff member at Boeing Computer Services Co. "Assuming we adopt X, it would help

the whole spectrum of things by letting us use software in other places."

Earlier this month, the major players in the technical and engineering workstation market — with the notable exceptions of IBM and Sun — announced a campaign for a standard windowing system. The group, which includes Digital Equipment Corp., Hewlett-Packard Co., Apollo Computer, Inc. and Data General Corp., said it intends to push for acceptance of X Windows as an international standard. By doing so, the group contends, there would be a standard environment in which windows could be displayed and to which applications could be written.

IBM did not participate, although a spokesman said the vendor is pursuing X Windows development efforts.

Some users said they will continue to review alternatives to X Windows. Tom

See **USERS** page 28

Advertisement

Oracle launches ALLIANCE program for software VARs

"Blindfold Selling"

The company described "blindfold selling" as the ability of a VAR's salesmen to walk into an end-user site blindfolded and say, "I don't know what types of hardware you're using, or how many types there are, but my applications run on all of them."

According to Larry Harman, Oracle's Director of the VAR program, "We offer major business benefits to VARs who choose to use ORACLE with their products. Chief among these benefits is ORACLE's portability and the portability of ORACLE-based applications, allowing applications and data to be shared among different machines. Oracle also provides the link software to exchange database information among the different machines."

Broader VAR Markets

ORACLE runs on the widest array of hardware: IBM mainframes under MVS and VM, most vendors' minis under both proprietary and UNIX operating systems, and PCs under MS/DOS. Oracle also developed SQL/RT, marketed by IBM on the RT PC.

Harman states, "Only with ORACLE can an application developer produce software on one system and inherit a vast market of users of multiple vendors' hardware. Basically, we let our software VARs do blindfold selling."

The company also cited the high level of productivity offered to VARs by Oracle's broad range of application tools, including a forms system, integrated spreadsheet, graphics and other tools. These tool development and maintenance efficiencies that translate into shorter time-to-market and lower costs.

And, Harman adds, "ORACLE is the most complete and mature SQL-based DBMS on the market. SQL is becoming a national standard, so developing applications with an IBM-compatible, portable DBMS makes business sense in both private-sector and public-sector markets."

Harman concludes, "Generous discounts plus support, training and co-marketing combine to make the Alliance program an outstanding opportunity for software VARs."

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Oracle Corporation, founded in 1977, builds and markets the ORACLE distributed relational DBMS, 4GL and DSS tools. ORACLE was the first commercial SQL-language DBMS, and is compatible with IBM's DB2 and SQL/DS DBMSs.

ORACLE provides a standard software environment across a wide range of computers and operating systems, including IBM mainframes, minicomputers from DEC, DG, ATT, HP, Stratus, IBM, Apollo and many others, and IBM PCs. ORACLE runs with IBM's MVS and VM/CMS, DEC's VAX/VM and DG's AOS/VS among others, as well as with UNIX on most systems.

All versions of ORACLE, from the mainframe to the PC implementation, are identical. ORACLE is the only relational DBMS which provides the complete portability of data and applications across a wide variety of systems. Oracle's SQL*Star architecture links dissimilar systems running ORACLE.

Oracle Corporation markets its products worldwide through 30 direct sales offices, 11 distributors and the Authorized Oracle Dealer network. In addition, ORACLE is sold by numerous hardware manufacturers, including IBM, Honeywell, Sperry, Stratus and Prime.

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For additional information, contact Larry Harman, Director, VAR Marketing, Oracle Corporation, 20 Davis Drive, Belmont, CA 94002 or call 800-345-DBMS.

SOFTWARE & SERVICES

Restructuring roundtable

From page 27

to impose a new order on the way things might have looked in the past.

His product, Recoder, takes the most radical approach to restructuring, according to observers familiar with all three products.

Recoder is capable of breaking paragraphs in the program apart and reassembling them in a more logical order, sometimes creating paragraphs with new or replicated code to maintain a consistent logical path through the program.

W. Henry Morgan, vice-president of Group Operations, Inc., was a middle-aged gentleman with a practical,

worldly air about him that could have been worn equally well on a favorite uncle or kindly Chicago ward heeler.

First to market

His company was the first to bring a restructuring product to market and Group Operations sits on a sizable lead over its competitors in terms of Superstructure's installed base.

Morgan frequently assured his listeners that a program looks more like the original after going through Superstructure than what emerges from competing products, a claim that might seem dubious to those who seek dramatic improvement.

Nevertheless, it addressed one of the hidden issues in restructuring, the threat to maintenance programmers that an old, familiar program

will be run through a Cuisinart-type process and emerge as an unrecognizable puree.

Allow programmers to compare

Morgan urged that maintenance programmers be allowed to compare the output of all three products before a purchase decision is made.

The third protagonist was J. Cris Miller, a principal of Peat Marwick's Catalyst Group in Chicago and author of Structured Retrofit.

Miller was nattily attired in a three-piece suit, and his responses grew in forcefulness as he found his footing in front of the large audience.

He also appeared to be under the most pressure and most determined to uphold the company flag at all costs.

His product fell somewhere be-

tween Language Technology's and Group Operations', observers familiar with Retrofit said.

One user's analysis

One observer, who has evaluated all three products, was struck by the appearances of the speakers and offered the following analysis of how each company will fare.

"If the decision is going to be made by top management, then Bush, with his intellectual approach and his ability to supply numbers about the effects of restructuring, is going to win the deal.

If the decision is going to be made by maintenance programmers, they are going to be most comfortable with the Group Operations product. And if the decision is going to be made by a committee, then Peat Marwick has the best shot at it."

ADR updates 4GL offering

From page 27

Beta-test users said one convenience of Release 1.4 is its date-field processing capability. Ideal's internal functions can define date fields to be processed arithmetically rather than requiring a programmer to "go out and call in an assembler routine," said John J. Doherty, a programmer analyst at Wheels, Inc., a Des Plaines, Ill., fleet leasing firm.

"We like it. It's a feature they should have had a long time ago," said another beta-test spokesman, Ron Linehan, manager of systems development at the National Academy of Sciences in Washington, D.C.

Neither site had Release 1.4 applications in production use in order to sample whether they lived up to the claimed performance improvements. "It's very fast, from what I can see of how applications used to run under Release 1.3. But we haven't measured the speed," Doherty said.

Wheels is an ADR/Email user with terminals in its customers' offices. The new communications commands in Ideal will make it possible for customers to seek Ideal reports on the cost of different leasing packages, Doherty explained.

Farrelly said ADR's recent development efforts have concentrated on performance gains but that future development is likely to concentrate on added functionality.

Users unsure of windows standard

From page 27

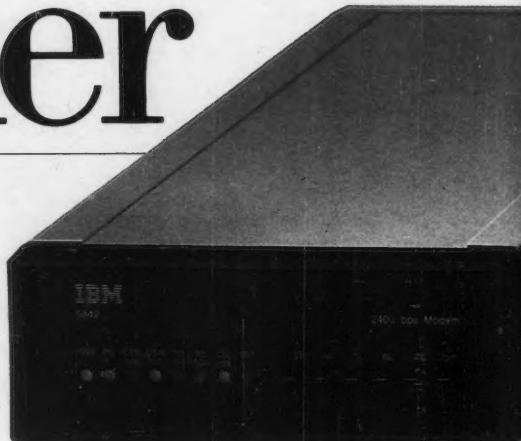
Wadlow, a systems engineer at the computer-aided systems division at the Palo Alto, Calif., research facility of Schlumberger Ltd., said his department has been beta-testing Sun's NEWS product and that he believes it is more technically advanced than X Windows.

IBM announced late last year the incorporation of X Windows code in its Academic Information System 4.2, the Unix-based operating system for its RT Personal Computer, which is used in academic environments.

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But these new modems aren't just fast, they're also versatile. They can both send and receive data asynchronously at speeds ranging from 2,400 bps down to 75 bps.

Both modems are compatible with the popular "AT" command set, as well as the IBM command set. And they have been tested for compatibility with leading PC communications software such as Crosstalk™ XVI, Microsoft® Access, Kermit, Smartcom® and Smartcom II®.

Berkeley, AT&T Unix systems supported by Unisoft package

By Elisabeth Horwitt

BERKELEY, Calif. — Software announced last week by Unisoft Corp. enables a wide range of hardware systems to run AT&T's Unix System V.3 operating system, as well as applications written for University of California at Berkeley Unix Version 4.3, the company claimed. The emerging Unix industry standard, Posix, will also be supported by the product.

Use of Uniplus+ System V Release 3 cuts by 20% the time it takes to implement the latest AT&T and Berkeley versions of Unix on new types of hardware, according to Unisoft President and Chief Executive Officer Robert R. Ackerman Jr. The product

also offers in-house developers a way to run both Berkeley 4.3 and Unix V.3 applications on the same system.

Uniplus+ V.3 will, in the future, incorporate both Posix and the X/Open Group's specifications for a standardized Unix-based application environment, according to Ackerman. Supported by a growing number of hardware and software vendors, Posix is "98% to 99% the same as Unix," with some Berkeley Unix elements added, according to Ackerman. The Institute of Electrical and Electronics Engineers, Inc. and Unix users group /Usr/Group hope to resolve the differences between Unix V.3 and Posix and to produce a fully functional standard by year's end.

Uniplus+ Version V Release 3 incorporates Unix V.3 and Berkeley 4.3 features such as shared libraries and mandatory and advisory file and record locking.

Networking features include Transport Level Interface and Transport Provider Interface as well as Streams, which encompasses a set of tools for developing communications services within the operating system kernel. The product also includes a new release of Unisoft's B-Net, a networking system based on Transmission Control Protocol/Internet Protocol, as well as an implementation of Sun Microsystems, Inc.'s Network File System (NFS). NFS provides remote file access between

different Unix systems.

Also available with the product is Unisoft's PC Interface, which enables an IBM Personal Computer to communicate with systems based on Uniplus+.

Standard Uniplus+ V.3 features include the Korn shell, one of the two major shells used with Unix V.3; full windowing capabilities; a smart-board executive; slave application processor support; power-fail recovery; and international language support. Performance is also improved through a large block-file system, which increases fourfold the number of bytes that can be read at one time. Uniplus+ V.3 will be available in the first half of this year.

or

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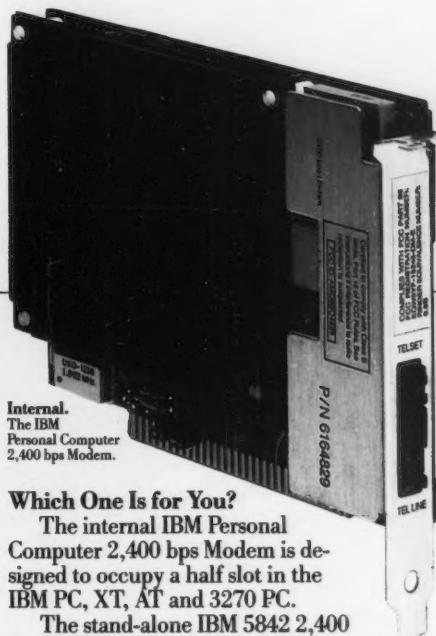
which means they will continuously fine-tune themselves to com-

penes for changes and noises on the telephone line. The result is, you can receive data over a wider range of telephone line conditions.

Both modems also feature automatic or manual answering and dialing. They'll automatically switch to pulse dialing if tone dialing doesn't work. They have automatic redialing. And once a connection is made, automatic speed detection. They also have automatic detection of a voice or a failed call.

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If you feel that 2,400 bps is more modem than you need, we also offer the stand-alone IBM 5841 1,200 bps Modem, and the internal IBM Personal Computer 1,200 bps Modem.

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DEC broadens Baseway sales

MAYNARD, Mass. — Digital Equipment Corp. recently announced that Baseway, its software development package for factory automation applications, is available to OEMs.

At the same time, Scientific Systems Services, Inc. in Melbourne, Fla., said it will sell Baseway and plans to market it to discrete manufacturers such as those in the automotive, appliance and aerospace industries.

Originally designed for the automotive industry, Baseway has been available to end users since 1984. The system runs under VMS.

DEC said it will sell the software separately, with prices starting at \$13,000 for a Microvax II version, or as a complete package. The \$100,000 package includes Baseway, a Microvax II, a PDP-11 model to act as the controller for factory floor devices and licenses for VMS and Decnet.

— Rosemary Hamilton



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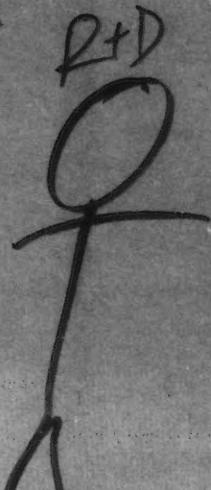
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```
PROCEDURE DIVISION
 000-SWITCH-SECTION
  MOVE DHCOMMAREA TO NEXT-TASK
  IF NEXT-TASK = PERFORM 100-SEND-SCREEN
  IF NEXT-TASK = R PERFORM 200-RECEIVE-SCREEN

 100-SEND-SCREEN
  EXEC CICS HANDLE CONDITION MAPFAIL(MENU)
  END-EXEC
  MOVE R TO NEXT-TASK
```

```
EXEC CICS WRITE TR2 FROM(CAR-REQ)
  TO(FE-D-CAN) D1 END-EXEC
  EXEC CICS SEND MAP(CAR-PNL)
  MAPSET: PRODSET7 END-EXEC
  EXEC CICS RETURN TRANSID(CAR1)
  COMMAREA(NEXT-TASK LENGTH1) END-EXEC
  200-RECEIVE-SCREEN
  EXEC CICS HANDLE AID ANYKEY 300 MAIN-LOGIC
  END-EXEC
  EXEC CICS RECEIVE MAP(CAR-PNL)
  MAPSET: PRODSET7
  INTO(KEY-MAP) END-EXEC
```

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DISPLAY CAR-PNL
  ACCEPT CAR-PNL
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HARD TALK

Stanley Gibson

Solving the DASD mystery

In this Sherlock Holmes centennial year, it is fitting that a long-standing mystery be solved. Indeed, the denouement of a plot that might be called "The Case of the Dastardly DASD" is at hand.

In September, IBM began a program of replacing parts on all outstanding Models A04, B04 and AA4 of its standard 3380 direct-access storage devices (DASD), signaling the beginning of the end of a 4-year-old problem.

Difficulties with the head disk assembly that led to head crashes originally cropped up in 1983. At first, the cause was thought to be certain fungicides in computer room air-conditioning coolants that deposited tin oxide on the disk heads. Later, it was determined that the fungicides would merely speed up the development of the real problem, which was that flame-retardant chemicals, antimony and bromine, came loose from the plastic air system parts to which they were bonded.

According to Reliability Research, Inc., a consulting firm in Norwalk, Conn., the first instance of a customer being told that antimony and bromine were at fault occurred in June 1985. Even before that, however, a manufacturing change was made, altering the design of plastic air-intake parts. But not until last September, according to the firm, was an engineering change on existing head disk assemblies made,

See SOLVING page 35

Gibson is a Computerworld senior writer.

Intel offers network server

Targeted at financial, federal organizations

By James Connolly

HILLSBORO, Ore. — Building on the base technology of its 2-year-old System 300 series of supermicrocomputers, Intel Corp. last week announced a departmental network server targeted at functional departments in large organizations.

The OpenNet Multiserver reportedly integrates equipment and functions previously available separately and features enhancements for some of those features. In addition to announcing the server, Intel officials said they plan to make processor upgrades available for the server and the 300 series in April.

The board-swap packages will allow users to install Intel 80386 processors in place of the Intel 80286. No prices for the package are available yet.

Claude Wimberly, marketing manager for Intel's systems operation, reported that Multiserver is targeted at large government and financial organizations. He

claimed Multiserver is particularly well-suited to environments in which several personal computer Ethernet networks need to be linked to each other or to a mini-computer or mainframe host system.

Single, central link

Key features include menu-driven administration, transparent network file access, virtual-terminal capabilities for personal computers to run applications on the server and the ability to serve as a single, central link between personal computers and larger systems.

"Personal computers can now share departmental resources such as expensive laser printers, as well as communicate with corporate-level mainframes. The system allows users to work on files without bogging them down with having to know where the files are located in the network," Wimberly said.

The server runs Intel's version of Microsoft Corp. Xenix. It supports 140M bytes of disk storage, a 60M-byte tape backup and a 320K-byte floppy disk drive and uses an 8-MHz 80286 CPU. Prices range from \$15,000 to \$30,000.

INSIDE

Ibis Systems unveils a disk subsystem using Intelligent Standard Interface/34

Memorex adds to 3270 peripheral offerings/34

NEW THIS WEEK

■ Informer Computer Terminals offers portable workstation

■ For more on this and other new products, see pp. 59-62.

INSTANT ANALYSIS

"They dug themselves a grave, but it is too soon to bury them. They are starting to claw their way out."

— John McCarthy, Forrester Research, Inc. analyst, on Wang Laboratories, Inc.

Storage Technology subsystem offers Unisys 1100 compatibility

By James Connolly

LOUISVILLE, Colo. — Storage Technology Corp. (STC) last week introduced a tape subsystem designed for use with Unisys Corp. 1100 mainframes or in mixed environments with Unisys, IBM and Control Data Corp. systems.

The 4700 Tape Subsystem is based on STC's existing Storagetek 4600 tape subsystem but features a greater range of compatibility with the 1100 family of mainframes produced by the former Sperry Corp. arm of Unisys.

"One of the outstanding features of the 4700 is its versatility. It can be attached si-

multaneously to multiple Sperry and IBM mainframes for shared access and storage capability. This tape-pooling ability is unique to the industry," said Carl Raine, STC vice-president of worldwide marketing.

Raine also said cooling, power and space requirements are reduced by 40% in comparison with Unisys products. He said the 4700 does not require raised flooring or stand-alone control units.

The controlling drive, the 4700A70, costs \$47,500, and the 4700B70 costs \$21,000. Both drives operate at 200 in./sec.

Multiple Domain Facility saves users time, cost, space

By Jeffry Beeler

In little more than two years, Amdahl Corp.'s Multiple Domain Feature (MDF) has worked its way into 30% of Amdahl's 580 series mainframe sites and, users say, has helped to save on software costs, unneeded equipment, systems programmer time and floor space.

Customers also cite the product's ability to allow them to run production and development tasks concurrently on one system — a practice most users normally shun.

In addition, the feature's overhead typically consumes only 2% to 3% of a system's resources, compared with at least 10% for its nearest equivalent, IBM's VM host operating system, according to customers.

Introduced in November 1984, MDF divides a mainframe into two or more discrete domains within which similar or dissimilar operating environments can run concurrently and

independently. The product does in hardware for Amdahl what VM does in software for IBM.

How a processor's resources are distributed among constituent logical machines is left to the user. Moreover, customers can later shift resources from one domain to another to reflect changes in applications.

Although the product was designed to suit an assortment of uses, it has gravitated to some uses more strongly than others. In one of its more popular applications, customers reserve part of their system for IBM MVS production jobs and use the rest to convert existing programs to IBM Extended Architecture (XA).

A typical case involves National Computer Services, Inc. (NCS), a Chicago-based commercial time-sharing provider that uses MDF to create two domains in its Amdahl 5860 uniprocessor. The company supplies its clients with remote job entry, a time-

sharing option and CICS services on one domain. From the other, it moves applications and customers to MVS/XA, a process that is roughly 50% to 60% complete.

The time-sharing service considered other XA conversion aids. One alternative would have been to acquire a second 5860. "But obviously, that option would have been much more expensive than using MDF," observes Paul Sarris, NCS's chief executive officer.

Also setting aside part of its MDF-equipped mainframe for a migration effort was Republic Bank Corp., a Dallas-based bank-holding company. Republic found the feature helpful during its 19-month conversion, which ended in October, says Republic Bank's senior vice-president, John Gaia. "MDF greatly facilitated our conversion by allowing us to do our XA and production work in parallel during prime shifts," Gaia says.

Another common MDF application is distinguished by the presence of a different IBM operating system in each logical machine. For example, Federal Express Corp.'s Colorado Springs development center houses a dual-processor Amdahl 5880 running MVS and IBM VM/CMS.

NCS and Republic Bank restrict their mainframe operating environments to MVS and MVS/XA, but Federal Express parcels its resources between MVS and VM/CMS. The 5880 supports three domains — for MVS application testing, quality assurance and system software testing — plus a fourth for VM development, according to Denis Mattingly, Federal Express's senior manager for technical services.

In a third MDF application, users maintain a uniform operating environment across all their domains but run a radically different software. See FACILITY page 34

SYSTEMS & PERIPHERALS

Ibis disk subsystem compatible with CDC Intelligent Standard Interface

WESTLAKE VILLAGE, Calif. — Ibis Systems, Inc. has announced a high-speed disk drive subsystem using an interface designed to be compatible with Control Data Corp.'s Intelligent Standard Interface.

The Ibis-II, based on the Ibis Model 1400 disk drive, reportedly features a capacity of 1.4G bytes and a peak data transfer rate of 12M byte/sec. The interface added to the Model 1400 was developed under a 1985 contract with CDC spin-off ETA Systems, Inc. ETA Systems and Ibis worked together in defining the requirements for the Ibis-II interface, which CDC specified in 1982.

The subsystem was designed for use with ETA Systems' ETA-10 supercomputer and Star Technologies, Inc. array processors. Star has accepted delivery of the Ibis-II, and ETA Systems installed the subsystem on the first field-test version of the ETA-10 at Florida State University this month.

The 12M byte/sec. transfer rate is intended to meet the need to transfer large blocks of data in scientific applications. The drive can be formatted in 4K- or 16K-byte sectors.

The Ibis-II with Intelligent Standard Interface-compatible interface costs \$70,000.

Memorex adds modular unit

Rollout allows users to customize terminal

SANTA CLARA, Calif. — Memorex Corp. recently announced the 2180 modular terminal, a monochrome version of its 2180C color terminal announced last fall. Both are plug-compatible replacements for the IBM 3180 display terminal.

The terminals have a modular design that lets users customize their terminals by interchanging logic modules and keyboards. They are designed for high-volume data entry and interactive processing, according to Memorex.

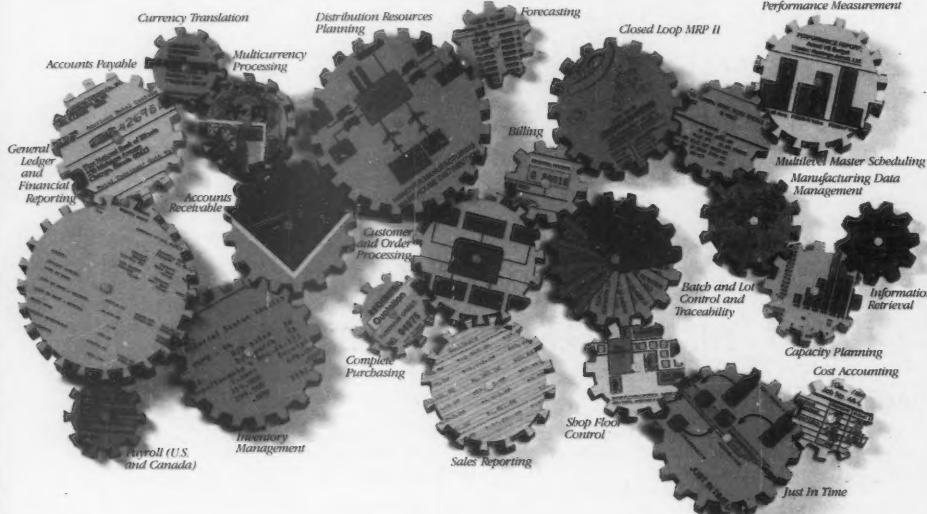
The 2180 has a tilt-and-swivel monitor to adjust the viewing angle, an extra port to attach I/O accessories and light-pen support.

Users have a choice of six keyboards: three 122-key keyboard styles and three 88-keyboard styles, according to the vendor.

The terminals are available at a single-unit price of \$1,995.

In addition, Memorex announced the 2173-B screen printer, which replaces the current 2173 model, offering more features at a lower price.

The screen printer features serial and parallel interfaces and full-size or half-sheet printing. The 2173-B is listed at \$425 with a serial interface and \$400 with a parallel interface.



Facility saves users time, money

From page 33

subsystem within each. Memorex Corp. in Santa Clara, Calif., executes manufacturing process control systems under CICS on one side of its 5860 and standard accounting functions under TSO on the other.

"We assigned each application its own domain because CICS and TSO usually don't share environments particularly well," according to Steve Terry, Memorex's manager of corporate systems services.

Like many other users, Memorex and Federal Express used MDF to consolidate separate mainframes into one. Before installing MDF almost a year ago, Federal Express's Colorado installation operated four IBM 3033s, one for each of its four MVS and VM programming systems. The company has since transferred all activity to the 5880, Mattingly says. The consolidation translates into a 50% increase in the amount of usable data center floor space.

The advantages of consolidation are not limited to floor space economies, however. By cutting the number of CPUs, users can eliminate redundant operating system and program licenses and avoid attendant overhead.

During its pre-MDF days, Memorex ran manufacturing jobs on an Amadahl 470V/6 and commercial applications on a 470V/8. By moving both systems to its 5860, the storage products vendor has been able to cancel one set of licenses and use the other to control both domains.

"The cancellation has cut our software costs well in excess of \$50,000 to \$60,000 per year," Terry notes. Because it now operates one CPU instead of two, Memorex has also seen a decline in its systems-related utility bills.

Not all of MDF's benefits, however, are readily quantifiable. At NCS, for instance, the product has simplified life for systems programmers and, in doing so, has raised its level of customer service, Sarris says.

Until recently, systems programmers often worked nights to minimize contention for resources during the day. MDF allows development and time-sharing activities to coexist on one machine but shields the latter from development problems.

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SYSTEMS & PERIPHERALS

Solving the DASD case

From page 33

leading to the wholesale preventive maintenance that is still in progress.

From the first occurrence of the problem, it took IBM two years to discover the cause of the problem and perhaps another two years to institute preventive maintenance, which was begun well after the drive ceased production.

Now, IBM has a new generation of drives, Models D and E, and Big Blue is interested in selling these to its users. To stimulate sales, IBM is offering to replace the front HDAs (the ones susceptible to crashes) on all drives for users who have had a history of crashes. For others, IBM is performing the parts replacement so that customers may resell their units with a clear conscience.

For some users, it is a good deal to sell an old rebuilt drive and put the money toward a more powerful new one, particularly if they are taking their systems down and backing up data, to make way for the parts change or HDA replacement. If IBM had replaced HDAs earlier in their life cycle, it would merely have been an expense for the vendor. Now, it can be viewed as a stimulant to sales.

Big Blue's bottom line

IBM has spread the problem out over several fiscal years, so that Big Blue's bottom line has been insulated from an immediate adverse impact. In the process, users, as a group, were never told the nature of the problem until IBM had a new drive to sell them, nor were they protected by adequate preventive maintenance from head crashes, which broke out in some users' shops like small epidemics.

According to Reliability Research, a key role in solving the problem was played by a users' bulletin board. Users exchanging notes on HDA problems were armed with plenty of information when IBM reps came calling to expound the company line on the problem.

With hundreds of messages being exchanged on this topic on the bulletin board, IBM was not amused, according to Tom Gallaudet of Reliability Research. IBM was being sent a disk of the forum's dialogues, but when the 3380 came under heated discussion, IBM asked not to be sent any more forum records, Gallaudet recounts.

Clearly, IBM is happiest dealing with each customer in isolation, on a one-to-one basis. But imagine how absurd it would seem if General

Motors Corp., for example, were to become annoyed every time two Chevy owners talked with one another about their cars.

If users cannot call on Mr. Holmes of Baker Street for assistance, at least they can combine their own powers of deduction with many other managers through means such as bulletin boards and users group meetings. Few doubt that IBM is looking out for its interests. Users' interests are no less important.

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MICROCOMPUTING



MICRO BITS

William Zachmann

Cruise control for cursors

To be honest, slow cursor movement and cursor run-on weren't problems I thought I had. So when I received a copy of Revolution Software, Inc.'s Cruise Control, it sat in software limbo, unopened, for weeks.

This ignorant and uninformed attitude lasted until I finally broke the shrink-wrap and tried Cruise Control. It is another of those ingenious utilities for IBM Personal Computers and compatible systems that, once you use it, makes you wonder how you ever got along without it.

The primary functions of Cruise Control are straightforward in both concept and execution. In the first place, it greatly accelerates cursor movement when you are using the cursor-control key on the keyboard.

A lot of applications software simply processes repeating cursor-control keys at the standard autorepeat rate of the keyboard. This can be interminably slow if you want to move the cursor a long distance, such as across many rows or columns of a spreadsheet or in a word processing document.

Cruise Control traps cursor-key presses and feeds them to the application at a rate up to the maximum speed that the application can process them. For all but a few older programs, this means cursor movement rates can be greatly accelerated.

In addition, Cruise Control lets you adjust the cursor rate to your own preference. It uses a special key in combination with others (the "5" key on the

See CRUISE page 39

Zachmann is vice-president of research at International Data Corp.

Support program debated

Users dispute cost, value of Ashton-Tate offering

By Doug Barney
and Peggy Watt

TORRANCE, Calif. — Users continue to have mixed reactions to Ashton-Tate's corporate pay-for-support program, with some refusing to participate citing high prices and others saying they believe support is worth the price.

Despite the user criticism, Ashton-Tate claimed the program announced in August has exceeded expectations. "We are not into the hundreds yet, but we are moving toward the first hundred," said Karen Orton, director of services and support for Ashton-Tate. "We are not selling millions of dollars worth of this stuff, but we never intended to."

Corporate users had until the end of last year to decide whether to pay \$4,000 for the corporate support plan before free corporate support runs out. For individual end users, free support expired on Dec. 1.

Many users remain uncomfortable with the new concept of paying for support. "We will never pick it up. The frustration for most users of waiting on the phone puts a bad taste in your mouth," said Bob

Merkel, project engineer at Professional Control Corp. in Germantown, Wis. "When they come out with a pay plan, it is kind of a slap in the face."

Like many users, Professional Control will provide its own support. "You just have to spend more time discovering and working out the bugs yourself," Merkel said.

"We did not sign up for the Ashton-Tate program; we can't justify \$4,000 and we have good internal support. That [policy] needs to be put into some licensing program," said Alan Gross, president of the Microcomputer Managers Association International, New York, and a micro manager for firm he asked not to be identified.

Another user argued that the program has to become more flexible and less costly. "I told Ashton-Tate that I am not interested. Until it is more flexible and I can pick what I want at a reasonable cost, I won't pursue it," said a computer support manager with a large banking firm.

But other users, mainly with large corporations, argue that support is worth the price. "The contract is signed," reported Judy Galgano, manager of office automation for Grumman Corp. in Bethpage, N.Y. "We have felt in the past that we have gotten a pretty good level of support, and we

See CUSTOMER page 39

NEW THIS WEEK

■ CMS offers a 60M-byte hard-drive subsystem for IBM PCs

■ For more on this and other new products, see pp. 59-62.

INSTANT ANALYSIS

"We're trying to create mass software — for the Macintosh — for the rest of us. The programs for \$400 are for the rich of us."

— Philippe Kahn, president of Borland International, on the Borland philosophy

Adjunct products beef up Dbase

By Peggy Watt

Users of Ashton-Tate's Dbase products are enhancing the powerful microcomputer data base development system by drawing from a growing selection of adjunct products.

"When Dbase doesn't do the job, we look around for something else," says Thomas G. Pantazi, systems analyst for end-user computing at Grumman Data Systems, a division of Grumman Corp. in Bethpage, N.Y. He says he prefers compatible — not replacement — products.

Like many managers, Pantazi says he has too much invested in Grumman's more than 700 microcomputers running Dbase to switch data base management systems

entirely. He uses outside compilers to speed up Dbase execution and editing tools from Wallsoft Systems, Inc. to splice programming changes.

Grumman recently standardized on Alpha 3 from Alpha Software Corp. in Burlington, Mass., as a front end for Dbase data bases. "It helps the end user who doesn't know much about Dbase to handle the system," Pantazi says about the menu-driven Dbase-compatible package. "As the users grow, functionality can grow, but they can retain the architecture."

Just as the Lotus Development Corp. 1-2-3 aftermarket has spawned a selection of helper programs, Dbase supplements keep

See ADJUNCT page 38

Oracle Corporation's new end-user interface, Easy*SQL, makes the ORACLE relational database management system (DBMS) instantly accessible to novice and casual users.

Oracle pioneered the SQL language with its 1979 release of the ORACLE relational DBMS. With its Easy*SQL product, Oracle becomes the first company to make a true SQL-compatible database available to users at all levels of computer literacy within an organization.

ORACLE's database facilities are available through three distinct user interfaces: Programmer interfaces; command and forms-oriented interfaces for trained end-users; and now Easy*SQL, for the large number of end users who are unfamiliar with SQL but need the benefits of a relational DBMS.

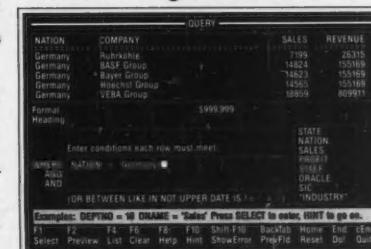
EASY*SQL: SIMPLE INTERFACES, YET FULL SQL FUNCTIONALITY

Easy*SQL's state-of-the-art visual interface includes point-and-select menus; pop-up windows (mouse support on the PC); automatic hints and context-sensitive help; ad hoc relational query capabilities; report writing, table creation and maintenance; user-selectable color graphics; bar, pie and line charts; data entry and updates using fill-in-the-blanks techniques. It even includes the Query Preview Facility.

QUERY PREVIEW FACILITY

Easy*SQL's Preview facility is one of the notable query features tailored for the novice user. During the creation of a database query, the user can press a Preview key, causing the opening of a window in which up to 5 records satisfying the query are displayed.

ORACLE'S EASY*SQL: THE 1ST NOVICE-USER INTERFACE TO THE 1ST SQL-BASED RDBMS



The rapid execution of the Preview facility lets a user make certain that the query s/he is interactively "building" is, in fact, a correct expression of the user's desire.

CONNECTABILITY AND COMPATIBILITY

Easy*SQL includes the Easy*Link intelligent micro-mainframe link announced last June. Easy*SQL menus let users access other Oracle programs, including the company's SQL*Calc Lotus-compatible spreadsheet. Finally, while normal output of user queries is directed to the user screen, the user may redirect the output to standard PC data files, including DIF, PRN, SYLK and WKS formats.

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MICROCOMPUTING

Adjunct products beef up Dbase

From page 37

popping up. But while the Lotus add-ons are often utilities to make spreadsheet-work easier, several Dbase users say they turned to third-party products because of deficiencies in Dbase.

Foremost among these is the lack of a compiler. Ann F. Bruner, a systems analyst with the Massachusetts trial courts system, says she has turned to such third-party compilers as Clipper from Nantucket, Inc. in Culver City, Calif.

However, with networking plans in the works, Bruner says she hesitates to stray far from the original

product in order to avoid compatibility problems later on.

Not all users are concerned with maintaining compatibility. Companies that compile all their data bases with Clipper no longer need Dbase; therefore, continued compatibility does not matter, says Alan Gross, president of the Microcomputer Managers Association International. However, even managers who say they use Clipper keep their copies of Dbase current.

Shortfall

Ashton-Tate President Edward M. Esber Jr. acknowledges Dbase's shortfall. "Compilers are a legitimate need for the customer," he says. "The compiler market is rapidly approaching the level that Ashton-Tate should take a look at it."

But Esber says he does not intend

to squash the growing aftermarket. "We want to nurture those people. They survive off the niches of Dbase," he adds. "But as the market grows, we may want to co-opt some of it."

Dbase's ubiquity is also some managers' reason for eyeing third-party products. "Anybody can get a book on Dbase and learn to make modifications in a data base," and curious users sometimes do, according to Kingsley Mar, manager of research and development for the Systems Resource Management Group of Wells Fargo Bank, National Association in San Francisco. "We use Clipper to lock the code. It's like child-proof caps," Mar says.

Want speed increased

Other users say they want the increased speed of a data base compiled with alternative Dbase compilers. They mention Foxbase from Fox Software, Inc. in Perrysburg, Ohio, and Quicksilver by Wordtech Systems, Inc. in Orinda, Calif.

"I have to do a lot of work with our existing code to compile it," says Jim Thompson, a systems analyst with Thompson Consulting Group in Santa Monica, Calif. "Foxbase could make that painless, and the programs will still run with Dbase."

Many third-party products "are

better than Dbase but have the users understandably concerned about future compatibility," says Adam Green, a data base expert and industry observer who has written several books on Ashton-Tate products.

Green claims that users will pay more for that promise, whether from Ashton-Tate itself or an add-on vendor.

"People would prefer their compiler from Ashton-Tate," agrees R. F. Gully, a consultant with The Quillene Corp. in Walnut Creek, Calif. "They want the support and consistency and have some product loyalty."

Dbase upgrades

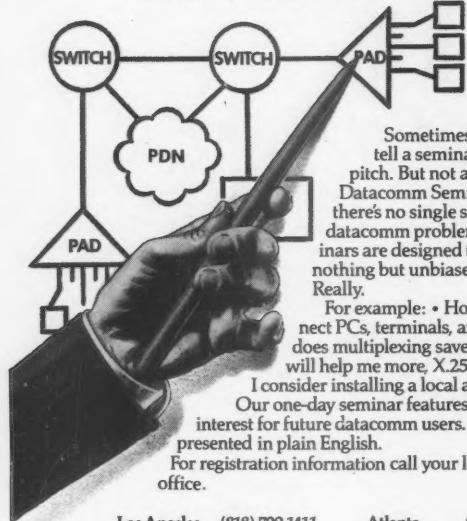
Dbase upgrades have included some of those features previously offered only by outsiders, such as a program generator in the recent version.

However, for complicated applications, some users still turn to outside, full-featured application generators such as Genifer from Bytel Corp. in Berkeley, Calif.

Ashton-Tate even invited some of its apparent rivals to its recent developers' conference in Los Angeles. "They actually help promote the Dbase standard," says Roy E. Folk, Ashton-Tate executive vice-president.

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Cruise control for cursors

From page 37

numeric keypad is the default key) for this and other control functions.

By pressing the combinations of "5" and "+" or of "5" and "-", you can increase or decrease the speed of cursor movement. This can be done from within the application program.

Cruise Control also lets any key function as an auto-repeat key at any time. You simply press "5" and the key you want repeated. It will then be repeated until you press another key. If you want to page through a document with the Pgdn key, for example, you simply press "5" and Pgdn.

Eliminating buzz

The final basic function related to cursor control is the elimination of the annoying buzz from outrunning the keyboard buffer or getting to the end of a cursor movement range that goes on after you have released the key. Cruise Control gets rid of that.

Different application programs handle cursor control in somewhat different ways. Some, for example, create their own keyboard buffer, larger than the standard Microsoft Corp. MS-DOS or IBM PC-DOS buffer. Cruise Control lets you set, when the program is started, or change, via the "5" key in combination with the Tab key, the way Cruise Control does its job internally.

In this way, you can adapt Cruise Control to provide the best performance with any particular application program. Revolution Software provides a current list of the best strategy to use with most commonly used software.

The ability to toggle through with the hot-key facility, however, makes it easy to learn which is best simply by trying them all.

Installation is easy. All you really need to do is to copy the CRUISECOM file — it isn't copy protected — into the appropriate directory in your system's search path. An INSTALL program is included as well.

Technical support is provided through a number at Revolution Software's offices in Randolph, N.J. Chances are, however, that most users will find it unnecessary. The program is straightforward and unlikely to cause difficulty even for inexperienced users.

At a cost of \$29.95, Cruise Control performs a useful set of functions and is well worth its modest price. It has certainly earned itself a permanent place in my system utilities directory.

Support plan debated

From page 37

hope it gets better."

The pay-for-support program is still somewhat of an experiment at Grumman. "This is the first year. We will check it out and decide what to do next year," Galgano said.

For Galgano, a key benefit

to the program is access to prerelease copies of software for evaluation. Another benefit is more product training from Ashton-Tate.

But Galgano has a couple of suggestions for Ashton-Tate. "I would like to see more flexibility in the number of people that we can have on the list to call," she said. Currently only four employees are authorized to call for technical support. "And I hope to be notified in advance of known problems

with the software," she said.

Another pay-for-support customer is Nynex Corp.'s Service Co. in Boston. "We support over 2,000 PCs and well over half use Ashton-Tate products. We feel it is imperative that we have a highly technical resource available if we need it," said Kathy McKinney, manager of technical support for end-user computer services at Nynex. In addition, Nynex is a heavy user of Ashton-Tate products on local-area net-

works, which are support intensive. "We recognize that support is a real cost," she said.

For another user support is worth the cost. "We have not taken advantage of it yet, but we are going to since \$4,000 is peanuts. Whether we'll sign up in multiples, I don't know," said Karl Kendall, manager of micro support, Metropolitan Life, New York, referring to Ashton-Tate's most extensive support offering.



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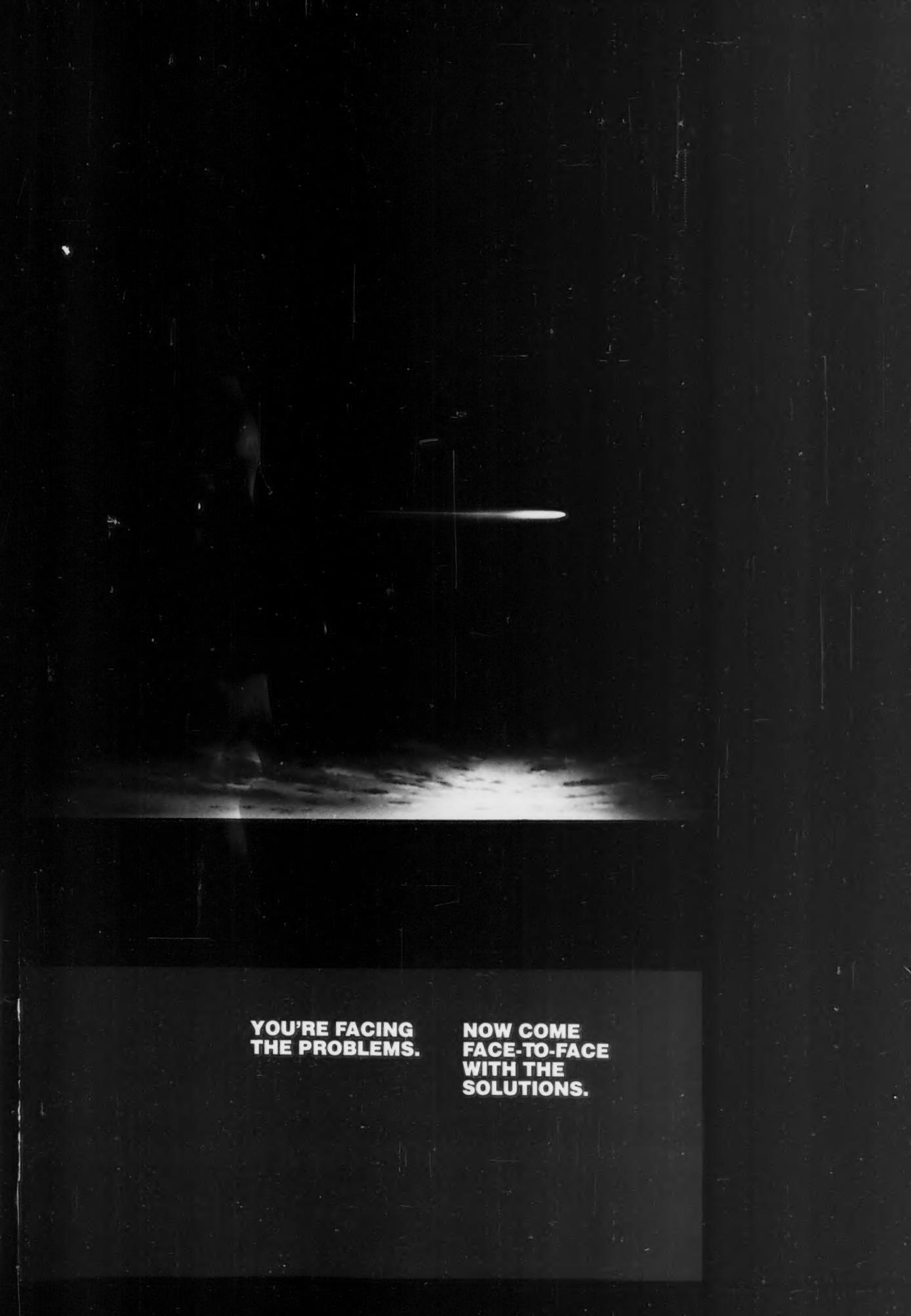
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INTERFACE '87 CONFERENCE

INTERFACE PLENARIES

Users are growing increasingly apprehensive as vendors merge and purge, organize and reorganize, while there is increasing necessity to integrate their information resources and systems.

IPL-1 KEYNOTE

Information Resources Integration:

Survival Strategy for the 1980s

IPL-2 EARLY JAVA I

Mergers, Acquisitions, Alliances:

Does the Large-Scale User Benefit?

IPL-3 EARLY JAVA II

AT&T and IBM Reorganizations:

What to Expect

IPL-4 LOCKNOTE

Venture Capital's Impact on User Progress

BACKBONE NETWORKS

Critical issues include the design of such networks, the balancing of cost against traffic volumes, and interconnection from the backbone net to on-site premises.

BBS-1 Net Designing with Wideband in Mind

BBS-2 Balancing Cost and Performance in

Voice/Data Networks

BBS-3 Interconnection Issues

REGULATORY/LEGAL UPDATE FOR '87

Regulatory activity didn't all come to an end with Judge Greene's decision on AT&T's divestiture. The FCC and state public utility commissions have weighed in with their own contributions.

RLU-1 On the Docket '87: User Concerns

RLU-2 Local Access Cost/Service Forum

RLU-3 Computer Inquiry III: What's Left for Users?

BASICS AND TUTORIALS

Newcomers to INTERFACE will appreciate these "grounding" sessions in fundamental subjects such as voice, datacomm, network design, SNA, T-1, Packet-Switching and ISDN. Treatment of these subjects, while introductory, is also authoritative.

BAT-1 Basics I: The Voice Network

BAT-2 Basics II: DataComm Theory, Concepts and Components

BAT-3 Basics III: Network Topologies

BAT-4 T-1 Fundamentals

BAT-5 ISDN Overview

BAT-6 SNA Building Blocks

BAT-7 Packet-Switching Nets

APPLICATIONS ENVIRONMENT UPDATES

Business communications in the next decade will be dominated by the need to link desktops with mainframes, by the requirement for cost-effective mail (and "voice-mail") systems, by "workplace automation," by "image communications centers" and by a series of standardized protocols for precise management of industrial processes.

AEU-1 Communicating with Departmental Computers

AEU-2 Mail-Message Systems that Optimize the X-400 Standard

AEU-3 Workplace Automation: New Framework for Integration

AEU-4 Image Communications Centers: Where They Fit

AEU-5 A Better MAP/TOP for the Factory Floor

NETWORK ENVIRONMENT ISSUES

It turns out that information networks proliferate, merge, consolidate and agglomerate almost as frequently as the organizations they serve! INTERFACE '87 examines nine aspects of this phenomenon ranging from the choice of network architecture to the hiring (and keeping) of qualified network professionals.

NET-1 Choosing a Network Architecture for the Decade of the 90s

NET-2 Net-to-Net Connectivity Advances

NET-3 What's COS Doing for OSI and Other Proposed Standards?

NET-4 Software-Defined Networks: Who's Really in Control?

NET-5 Improving Your Private Network's P&L

NET-6 Preparing for ISDN Implementations

NET-7 Network Optimization with AI and Other Modeling Tools

NET-8 Network Security: Cost-Benefit Tradeoffs

NET-9 Hiring (and Keeping) Network Professionals

SOFTWARE THAT COMMUNICATES

While the annual bill for telecommunications hardware soars, there is an equally important rise in the cost of essential software. "Artificial intelligence" is increasingly important in network control, while users of desktop computers demand better access to mainframes.

SFC-1 Net Control Software Adds AI

SFC-2 Voice Net Monitors and Optimizers

SFC-3 Micro/Mainframe Links to Access Mainframe Software

SFC-4 Micro Operating Systems in the Mainframe World

INTEGRATING DATA BASES

Desktop users can now have local mass storage of as much as 70-100 megabytes. The integration of these data bases with a mainframe data base is a priority for systems professionals and MIS directors.

IDB-1 Integrating Micro and Mainframe Data Bases

IDB-2 Data Base Architectures for Application-Driven Networks

IDB-3 Data Base Packages for Remote Workstations

LAN ADVANCES FOR USERS

Is this finally "the year of the LAN?" Perhaps so, as vendors and carriers wheel into position the building blocks, hardware and software, to make LANs both economically feasible and operationally desirable.

LFU-1 LAN Utilization Survey

LFU-2 LAN Concepts and Architectures

LFU-3 Local Data Transport: More Options for Users

LFU-4 On-Premises Cabling (Workshop)

LFU-5 What's Coming in LAN Software, Servers, and Gateways

APPLICATIONS SHOWCASE

Nobody knows the terrain better than the chap who's actually been there! That's the underlying premise for INTERFACE's annual survey of significant applications—as users themselves report on perils, pitfalls and payoffs!

APP-1 T-1 at Its Best

APP-2 The High Speed LAN

APP-3 Network for Science: Progress at NSF

APP-4 Fiber Optic Throughput: SPRINT Ahead

TECHNOLOGY HORIZONS

INTERFACE experts will survey network related technologies such as digitized voice, data compression, multi-processor architectures, CD-ROM and the network roles for 386-based desktops.

TEH-1 Multi-Processor Architectures for Information Networks

TEH-2 Network Roles for 80386 Systems

TEH-3 Let's Hear It for Digitized Voice!

TEH-4 Data Compression: Tips and Trends

TEH-5 Where CD-ROM Can Fit in the Net Environment

COMMUNICATIONS PRODUCTS HIGHLIGHTS

Whether your immediate concern is the analysis of monthly telecommunications bills, or selection of MODEMs and MUXs, you're sure to find sessions in this group guaranteed to make you a more sophisticated purchaser.

CPH-1 Switch Architectures for the 1990s

CPH-2 What More to Expect from Centrex

CPH-3 Telephone Management Systems: Update for Users

CPH-4 Portable Terminals for Data Entry On-the-Go

CPH-5 The MODEM-MUX

Price/Performance Spectrum

CPH-6 Fiber Optics: What's New

INTERNATIONAL COMMUNICATIONS OUTLOOK

Unrestricted trans-border data flow is all too often more a goal than a reality. Multi-nationals will profit here from sessions on cost-saving trends, worldwide telecomm deregulation and services available from overseas carriers.

ICO-1 Cost-Saving Trends in Global Communications

ICO-2 Deregulation Worldwide: Where Users Can Benefit

ICO-3 Feature-Full Services from International Carriers

IMAGE COMMUNICATIONS ADVANCES

Time was when "data" was communicated; now it's information itself, digitized for easier processing and transmission. Frequently, this information is in the form of a video signal or a graphics image; yet, it's just more data for your systems to handle.

ICA-1 Business Videotex Systems: Viewing the Potential

ICA-2 Off-the-Shelf Videotex Systems

ICA-3 Wideband Teleconferencing: Roundtable

ICA-4 Teleconferencing Alternatives

ICA-5 High Speed/High Res Communication of Text and Graphics

BUILDING BLOCKS FOR BYPASS

With local access costs skyrocketing, users seek to bypass the ministrations of the BOCs and their independent counterparts. Sessions here will include a user-vendor roundtable, with spontaneous discussion sure to provoke both controversy and attention!

BBB-1 Bypass vs. Local TELCO: Roundtable

BBB-2 A Plethora of Products for Metro Bypass

BBB-3 Bypassing Bottlenecks with V-SAT Networks

THE EXECUTIVE BRIEFING: THE STRATEGIC APPLICATION OF INFORMATION RESOURCES

Under the direction of network theoretician and consultant Dr. Howard Frank, this year's Information Executive Briefing has been designed to offer a full panoply of strategic perspectives in one day, with even a bit of time left over to walk the exhibit floor! (Special Registration required)

TEB-1 Information-Driven Organizations: The Strategic Perspective

TEB-2 Leveraging the Payoff from Technology Advances

TEB-3 Planning the Application of Integrated Information Resources

TEB-4 Capital Investment Strategies for Major Information System Purchases

TEB-5 Network-Based Information for Executive Decision-Making

TEB-6 Positioning Your Organization for Open Systems Interconnect (OSI)

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- T7 MIS/DP Staff
- TA Computer Development/Programming
- TC Operations/Manufacturing Management VP/Director Manager
- T8 Engineering R & D Management VP/Director Manager
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USAGE

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Comments _____

In Depth

How interruptible is your computer system?

By ALAN RADDING

Buying UPS is actually an insurance, not a technical, decision. MIS must determine not only whether to provide UPS, but how much protection is enough.

If a blackout were to throw the entire U.S. into chaos, only about 10% of the country's mainframes would still be up and running. These mainframes belong to those organizations that were farsighted enough — or scared enough — to install uninterruptible power supply (UPS) systems as protection for their computers and corporate data.

Most organizations do not start looking at UPS until after they have suffered a critical loss because of a sudden power outage. "Most people can't justify it until the last crash," says Murray Lazar, senior vice-president of K/W Control Systems, Inc. in Middletown, N.Y., a major vendor of UPS systems.

The reason so few computer systems are protected by a UPS is not a technical issue but a complex management issue. The decision to spend thousands, or in some cases millions, of dollars on a UPS system requires that management determine the hour-by-hour or even minute-by-minute value of the organization's operations. Recovery time as well as actual downtime must be considered, and the potential cost of possible hardware damage must be calculated.

Purchasing a UPS is an insurance decision, and like in every insurance decision, managers must take a calculated gamble. They must decide not only whether to install a UPS but also how much is enough.

They must decide if two minutes for an orderly shutdown is sufficient and weigh

the risk to their system of, say, three days without power after a storm.

Other questions must be considered. What does the work force do when the computer is down? What is the effect on an organization's customers? What happens to communications within the organization and with the outside world? Are governmental or public safety mandates involved?

Fact of life

The reason for installing a UPS is based on a fact of life in the computer industry — that the machines require a steady source of the proper level of power. As recently as 10 years ago, computers would crash if power were interrupted for as little as one-quarter of a cycle, says Norm Woolard, a power and environmental specialist at Prime Computer, Inc.

Today's computers have better ride-through capability — or the length of time a computer can tolerate a loss of power — and can return to operation without problems after a loss of power for as long as 4 cycles, which is still only a fraction of a second.

For every kilovolt-ampere of power, Woolard notes, there is much more at stake. While these machines may be more tolerant of power fluctuations, they are also performing many more operations and handling much more data than computers of a decade ago.

Jan Cates, manager of operations control at Duke Power Co. in Charlotte, N.C., had to wrestle with this inverted logic as he planned the utility's own UPS system. His

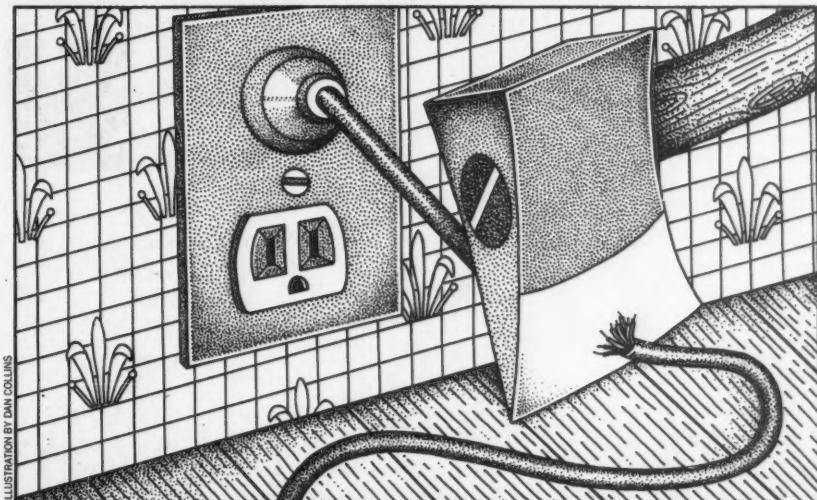


ILLUSTRATION BY DAN COLLINS

About the author
Radding is a Boston-based author specializing in business and technology.

In Depth/How Interruptible Is Your System?

"

Figuring the cost of a power outage is not a straightforward calculation. There is the cost of the actual outage — hardware damage or data lost in a computer crash or through disk drive damage. Determining the cost of recovery — for both hardware and data — could take much longer.

computers were requiring less power to perform more computing, but, he explains, "the power was becoming much more concentrated. We were looking at a much higher wattage per square foot."

Figuring the cost of a power outage is not a straightforward calculation. There is the cost of the actual outage — hardware damage or data lost in a computer crash or through disk drive damage.

Determining the cost of re-

covery — for both hardware and data — could take much longer. And there is the potential cost of hardware problems from the sudden power drop and return surge.

Finally, there are intangible costs, such as the effects of telling customers their data has been lost, losing business that goes somewhere else when you stop taking transactions or sending employees home.

The technology for UPS is

readily available: More than 175 vendors are selling what each considers to be UPS equipment, one UPS salesman complains.

Out of the woodwork

At least several dozen of these are well-known, highly regarded electronics manufacturers.

A major power outage brings these UPS salesmen out of the woodwork.

In the aftermath of a major power loss, "As soon as the power came back on, I started getting calls from dozens of UPS companies," says the engineer for a small, completely automated broadcasting facility located in downtown Boston, which was already equipped with 45 minutes of UPS battery backup.

Fidelity Systems Co. in Boston was the victim of a major power loss late in March 1983, when a midday explosion and fire in an electric company manhole cut off all the power to blocks of office buildings that were located in the city's financial district.

"The power was out for five days," recalls Michael Simmons, president of Fidelity Systems, the division of the Fidelity Investments money-market funds organization that is responsible for computer operations.

Fidelity's computer systems went down, and thousands of financial transactions totaling millions of dollars stopped.

The computers remained out of service for 22 hours until the company could bring in rented diesel generators mounted on large flatbed trucks and patch them into the building's electric power distribution system, bypassing the Boston Edison Co. system entirely.

Today, if a major power blackout were to occur, "nothing would happen" at Fidelity, Simmons says. "We wouldn't care, and most people probably wouldn't even notice."

In the aftermath of the March 1983 blackout, the company installed an extensive UPS.

Fidelity's decision to spend a couple of million dollars was a clear-cut one. After learning the lesson of March 1983, the company realized that when its computers went down, it was out of business.

A smaller but still severe power outage that occurred later, in October, confirmed the company's decision to install a complete UPS system. The cost of the UPS system "if figured over time, is not as much as an insurance policy," Simmons says.

The company did more than just install a UPS system: It developed an entire plan to continue its essential operations on a restricted power basis and built

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BACK IN TOUCH—Shipping agent Bill Lowe after rescue.

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into its UPS requirements enough capacity to take care of those needs. Keeping only the computers running would preserve data and prevent possible hardware problems but would not in itself keep the company operating.

If the power problem were to last longer than a few minutes, Fidelity's department managers, following a predetermined plan, would start switching off power selectively. Only a minimum level of operation would be maintained, keeping elevator service, lights, phones and necessary accessories running to accompany the computers.

Today, Fidelity uses a total of 196 Exide Electronics Corp. batteries, which provide its computers with up to 15 minutes of power to cover brief disturbances in the public power supply. Long before this first source

"UPS covers a broad range of devices and capabilities, ranging from a few batteries built into a surge protector to large battery racks coupled with backup diesel generators."

gives out, twin 820-kVA diesel generators kick on. As soon as these diesels are running, responsibility for generating power is automatically transferred to them. The diesels can run nonstop for 72 hours before they need to be refueled and can be relied upon almost indefinitely.

Who uses UPS and why?

The term "uninterruptible power supply" covers a broad range of de-

vices and capabilities, ranging from a few batteries built into a surge protector, which provide two minutes for a graceful shutdown of the computer, to large battery racks coupled with backup diesel generators to provide a true UPS for a long duration.

Technically, a UPS system is a group of devices that sits between the electronic equipment and the public power supply to ensure a con-

stant, stable supply of power.

A fully configured UPS system typically involves batteries, rectifier, inverter and transfer switching.

The system senses when the power supply is fluctuating and compensates for it. An alternative power source, such as a diesel generator, is often the final component of a UPS system.

In the past, UPS was considered appropriate only for large businesses that relied heavily on mainframes, particularly financial companies. Increasingly, though, UPS manufacturers have seen growing interest from small companies.

"Mom and Pop operations that are dependent on their small computer need UPS, too," says Ken Bates, a sales engineer at Bates and Associates in Abington, Mass., an Exide Electronics value-added reseller.

Large systems, defined by Bates as those requiring 15 kW/3-phase power or more, need extensive UPS systems; about 35% of those UPS installations ultimately provide for some kind of alternative power such as diesel generators.

For systems requiring 15 kW or less, computer operators tend to rely on a battery-based UPS that provides from two to 15 minutes of power for an orderly shutdown, "and then they just wait out the power failure," Bates says.

UPS systems fall into two basic categories: on-line and off-line. Simplified, an on-line system runs public power through the batteries, a process in which the batteries are constantly being charged.

If the public power fails, the batteries are already operating and able to compensate instantly for the power loss.

The batteries will carry the system for a limited amount of time until it can be shut down in a safe, orderly fashion or until an alternative power source can be brought into service.

In an off-line system, the batteries sit fully charged but idle until the load is transferred to them during a power fluctuation.

Improvements in the speed of electronic switching (typically six milliseconds) have made off-line systems, which are considerably less expensive than on-line systems, much more reliable, especially in smaller systems, notes Bill Niemann, Boston district sales manager for Topaz Electronics, a San Diego-based UPS manufacturer.

Who's buying; who's not

"A computer is production machinery for a bank," says George DiNardo, executive vice-president of Mellon Bank N.A. in Pittsburgh. When the computer is down, production stops, he explains, noting the electrical supply system is the Achilles' heel of that machinery.

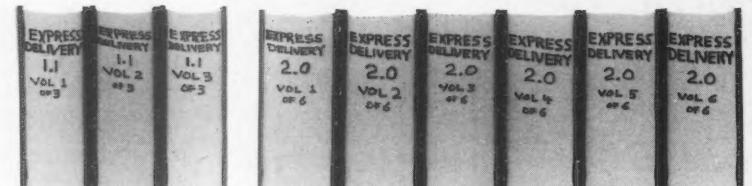
Mellon Bank provides computer services for 500 banks in 30 states and is subject to a ruling by the federal comptroller of the currency that requires it to have backup power, according to DiNardo. In addition, he says, "the board of directors are on your back if the computers are down."

But it was a natural disaster, not a federal regulator or the board of directors, that pushed the bank into a decision to proceed with a UPS system 12 years ago. After ice jammed the rivers around Pittsburgh in spring 1974 and water came within

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one foot of the power generating station that supplied the bank, work began on a UPS system.

"We were frightened and moved as fast as possible," DiNardo says. Now the bank maintains battery capacity equal to two World War II submarines — which ran on batteries when submerged — has two 12,000-horsepower diesel turbines and is installing a third.

When the John C. Lincoln Hospital and Health Center in Phoenix converted to a full on-line system in 1984, the hospital, which already maintained one UPS system for its life-support equipment, made the decision to add a full UPS system, including diesel power backup.

"When we were just handling admitting or payroll, we could get by without UPS," says John Eric Thomas, the hospital's director of information systems and services. But when the system started to handle all aspects of the hospital's work, eventually including medical testing, a UPS system became important.

Not every organization comes to the same conclusion. Russell Stevenson, senior systems analyst at Campbell Soup Co. in New Jersey, reports that the company considered a UPS system for the computers used in manufacturing processing but ultimately decided against it for budgetary reasons.

The company has never experienced a critical crash due to power failure. "The computer recovers itself. It closes its files. We'd only lose what's in flight," Stevenson says.

Foodarama Supermarkets, Inc., based in Freehold, N.J., has looked at UPS systems for its point-of-sale terminals but decided against installing one, mainly because the benefits do not outweigh the expense, says Ken Warner, manager of operations.

"We've never had a crisis where we've had to recreate files," he explains. His computer manages to ride through small glitches in the power supply.

Chubb Life America does not use a UPS system either, although the company is just starting to look into the situation, says Marty Wagner, Chubb's director of computer operations.

The company has never experienced a catastrophic power failure, although periodic outages have brought the computer to a halt. "So far, it isn't something that justifies the cost, considering the downtime that we've experienced," she says.

Beyond utilities' control

The power companies are not much help when it comes to providing reliable power. Most utilities perform to specifications, but those specifications are inadequate for reliable computer operations. Utilities deliver the stated voltage with a variance of $\pm 10\%$, "but they are often talking about a one-minute time frame," which is unacceptable for a computer, Prime's Woolard says.

Boston Edison admits as much. "Voltage variations or electrical disturbances may occur at any time and are beyond the control of Boston Edison," the company states in a pamphlet entitled "Minimizing the Effect of Power Variations on Sensitive Electronic Equipment."

"It is physically and economically impossible to offer 100% reliable power," a Boston Edison spokeswoman explains, saying there are

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Once it has been determined that a UPS system is required, the organization must decide exactly how extensive a system is desired and whether the system is to be part of an overall emergency operating procedure.



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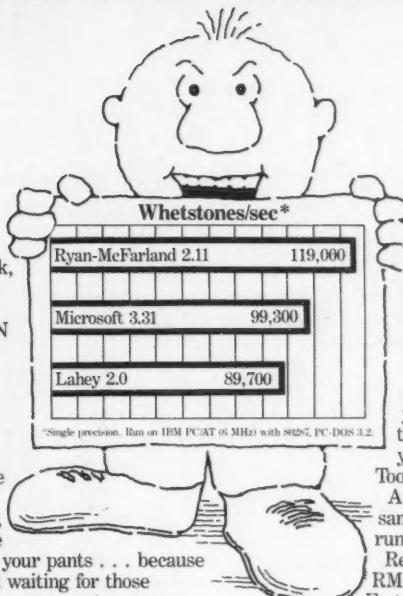
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In Depth/How Interruptible Is Your System?

Choosing the best test plan

By GEORGE DANBURY

Acceptance test plans for data center power systems are offered in varying levels of complexity and flexibility, depending on the equipment involved and the level of performance verification desired by the customer. Vendors offer three different test plans.

Basic test plan. The basic test plan is designed for the customer who desires an acceptance test for a single uninterruptible power supply (UPS) module.

This plan consists of a series of four tests designed to verify the most critical performance parameters of a UPS module. These include the following:

- Documented functional test.
- Voltage regulation test.
- Transient response test.
- Battery rundown test.

Standard test plan. The stan-

dard test plan is designed for customers whose acceptance requirements are more comprehensive than those covered by the basic plan.

The standard plan consists of a series of tests designed to verify a majority of the manufacturer's performance specifications. It may cover virtually all of the equipment in the total power system, including 60- and 415Hz UPS modules, 60- and 415Hz frequency converters, 60Hz power stabilizers, battery systems, paralleling systems, power distribution systems, monitoring and management systems and associated switch gear.

The tests include the following:

- Documented functional test.
- Voltage regulation test.
- Transient response test.
- Battery rundown test.
- Efficiency test.
- Total harmonic distortion test.
- Overload test.
- Unbalanced load test.
- Frequency regulation test.
- Dynamic signal analysis.
- Internal redundancy test.
- Signature analysis.
- Infrared (video) record.

Additional tests may be specified by the customer to meet specific site requirements.

Comprehensive test plan. This plan is designed to measure virtually all of the manufacturer's perfor-

mance criteria for all components of the total power system as well as site-specific conditions affecting the total power system. This test plan can include the following:

- Documented functional test.
- Voltage regulation test.
- Battery rundown test.
- Efficiency test.
- Total harmonic distortion test.
- Overload test.
- Unbalanced load test.
- Frequency regulation test.
- Dynamic signal analysis.
- Internal redundancy test.
- Signature analysis.
- Infrared (video) record.

Additional tests may be added to this plan to meet specific customer and site requirements.

Documented results of on-site acceptance tests performed in accordance with the above-mentioned test plans are recorded in the field on portable computers and are later incorporated into a final, computerized acceptance test report.

Danbury is vice-president of K/W Control Systems, Inc., Middletown, N.Y., a UPS vendor.

simply too many mechanical elements that are subject to breakdown. In general, utilities are vulnerable to storms, fires and other natural disasters.

For sensitive electronic equipment, Boston Edison recommends the

use of dedicated circuits, in-house transformers and the specification of low-impedance equipment.

In addition, the power company suggests the use of surge suppressors, regulators, motor generators equipped with heavy flywheel and,

finally, a UPS system.

The first determination an organization must make is whether it needs a UPS system at all. According to K/W Control's Lazar, "the cure could be worse than the disease." After a company totals up the costs of the UPS system, installation, additional space requirements, special considerations or municipal permits to accommodate the system and maintenance, not to mention the additional energy costs, and compares all that with the cost of a power outage including downtime, recovery time, damaged data, hardware damage and customer and employee relations, a UPS system may not be the right solution.

Do you need a UPS?

Not every power problem and computer crash requires a UPS solution. A properly planned and prepared site will eliminate many power problems. For instance, poor grounding of the existing power distribution system, resulting in power-line noise, is a major source of crashes that appear to be the result of momentary power failures, Woolard says.

Of the problems he is called upon to solve, he adds, 20% can be corrected simply through proper rewiring. Before an organization invests in UPS to compensate for suspected momentary disruptions in power, experts suggest investing in a site study and power monitoring.

Once it has been determined that a UPS system is required, the organization must decide exactly how extensive a system is desired and whether the system is to be part of an overall emergency operating procedure. The choices vary. Comprehensive on-line systems like Fidelity's are part of a total plan that allows a reduced but acceptable level of operation to continue uninterrupted through the power outage.

Small, off-line UPS systems are available that use a few maintenance-free sealed batteries to provide only several minutes of emergency power, enough for what is

euphemistically called a graceful shutdown. A graceful shutdown, "if you can call coming to a sudden screeching halt graceful," one MIS manager observes, allows a company to preserve all data, properly close all files and prevent hardware problems, but it does not allow the computer to continue operating during the outage. It saves the time-consuming and costly job of reconstructing files once power is resumed.

Since the majority of power outages take the form of momentary interruptions that might destroy data and damage hardware but would not otherwise put a computer operation out of commission for hours or days, this type of system is ideal for many smaller organizations, Bates notes.

Columbia Savings and Loan Association in Fair Lawn, N.J., installed its UPS system with alternative diesel power five years ago when it moved to its current location. At its old site, Columbia had nothing. Power problems never destroyed data files, but they wreaked havoc with the programming, reports Margaret Kanefiske, manager of computer operations. "We would have to go back and start from the beginning," she says.

The power outages also damaged the hardware. Comparing that experience with her system now, she concludes, "if you can't have a full system with a generator, at least have some kind of battery backup."

Implementation considerations

If you decide to keep the computer running through a shutdown, how much more equipment do you need to keep powered? You probably will want storage devices and some terminals, but do you need printers? You need some lights. Air conditioning is necessary for some computers, and, in the case of water-cooled machines, pumps must be kept running as well.

Finally, you must project your needs three or five years ahead. "Not only do people have to think about their immediate needs, but their future needs, at least the near future," Topaz's Niemann says.

The problem of bringing UPS into a company is half managerial and half technical, says Robert Bicknell, vice-president of data center operations at First National Bank of Cincinnati, which put an extensive UPS system into its new computer center. Management must decide the insurance question, but the technical staff must implement the actual system.

The first task of implementation is determining the load. K/W Control's Lazar suggests two possible methods. One is to add up the stated power consumption figures for each piece of equipment for which UPS will be provided and reduce the total by 30%. An alternative method is to calculate power consumption by figuring 50 watts per square foot of computer room.

Once a company has determined its current power needs, it should consider its future needs. For instance, Brockway, Inc. Airline Division, which recently expanded its computer center to six processors, is planning a UPS installation now, but it is planning its system to support eight processors. Because of where the size breaks come with diesel generators, however, a unit large enough to support eight processors will actually support 10 or 12, which

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In Depth/How Interruptible Is Your System?

allows the company room to expand at a later date, notes Robert D'Orazio, Brockway's manager of data processing.

Environmental considerations must be heeded as well. UPS systems require space for racks of batteries, switching equipment, alternative generators and fuel. Ventilation provisions must be considered, and various municipal permits, such as for fuel storage, may be required.

"When we built this facility, we thought our needs through and got everything approved for the UPS when we obtained the building permits," D'Orazio says.

Finally, access must be provided. The UPS system does not have to be adjacent to the computer room, but the farther away the UPS system is, the more power will be lost on the way to the computer.

Nonlinearity

The biggest technical problem encountered with UPS systems is the problem of supplying enough power to support a nonlinear load. Ideally, computers prefer a clean 60Hz sine wave, but because the load in a computer room is nonlinear, distortion — most often visible as wavy lines on the CRT — is introduced. Similarly, Lazar warns, diesel generators can introduce distortion when the full load of the computer system hits them. A key test for any UPS system is how well it handles these nonlinear loads.

To avoid or solve these problems, "coordination between the UPS vendor and the user is mandatory," Lazar says.

None of the UPS system users contacted about their systems reported any problems with nonlinear loads or inaccurate specifications.

Careful specification of the system and detailed screening of vendors eliminate many of these problems. "More consultants are specifying the equipment, and the DP managers are much more sophisticated. They are specifying UPS systems as carefully as they specify disk drives," Lazar notes.

Pricing a system

The cost of UPS systems varies as widely as the computer systems being protected. As a rule of thumb, Niemann suggests that one dollar per watt for the new off-line systems is a good estimate. Bates estimates that on-line UPS systems for mainframe machines will start in the tens of thousands of dollars and run into hundreds of thousands of dollars.

Smaller systems can cost \$5,000 to \$25,000, or an estimated \$500 to \$1,000 per kilovolt-ampere. A UPS system that is part of an overall emergency operating system like Fidelity's can cost several million dollars.

UPS systems are not installed overnight. A complete on-line system with diesel generators takes six to eight months to install, while small systems can be installed in a few weeks. Major installations, such as the UPS system installed in the New York Stock Exchange, are installed in phases over a period of months or years. An optimal time to install a UPS system is when a new computer facility is being built or an existing facility is being expanded.

The final step in implementation is the ongoing system testing and maintenance. A UPS system is supposed to eliminate technical prob-

" Nobody likes to buy insurance of any kind. It is an expense that, under ordinary circumstances, can be done without. When circumstances are not ordinary, however, insurance suddenly appears to be a smart buy.

lems, but, if it is not regularly maintained and tested, it can become just another piece of equipment prone to failure. Because the system is not in daily use, potential problems are less likely to be discovered casually at the most inappropriate time — before a critical failure.

A typical testing routine is to turn on the diesel generators weekly, check out the system under load

quarterly and extensively test the entire system under full load at least twice each year.

When UPS is a smart buy

Nobody likes to buy insurance of any kind. It is an expense that, under ordinary circumstances, can be done without. When circumstances are not ordinary, however, insurance suddenly appears to be a smart buy.

Eventually, anyone with an integral computer operation is going to have to confront the question of UPS. Nobody is predicting what will happen in coming years, and many forecasters are suggesting that the situation will get worse because few new modern power plants are coming on-line. To protect themselves, computer managers will insist on more control over the power supply.

Since Fidelity installed its UPS system, about 20 unplanned instances have occurred when the UPS has switched on, Simmons estimates. While none of the subsequent power outages have been as dramatic as the March 1983 fire, each would have shut down the computer system.

From Simmons' perspective, the millions the company spent on the UPS system keeps looking more like a bargain.

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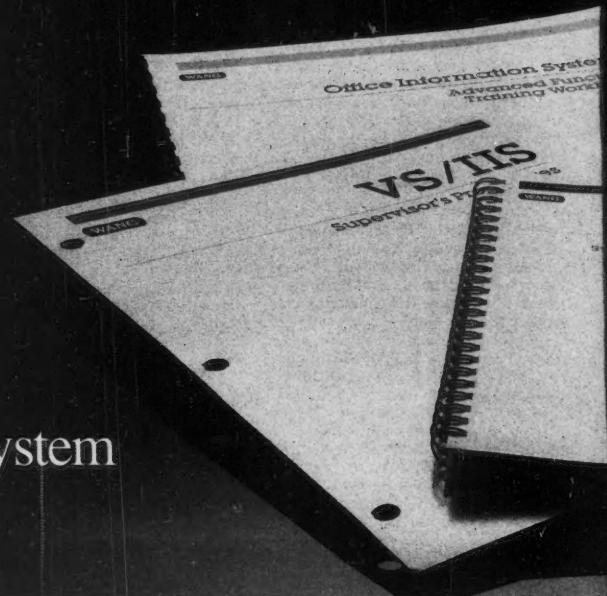
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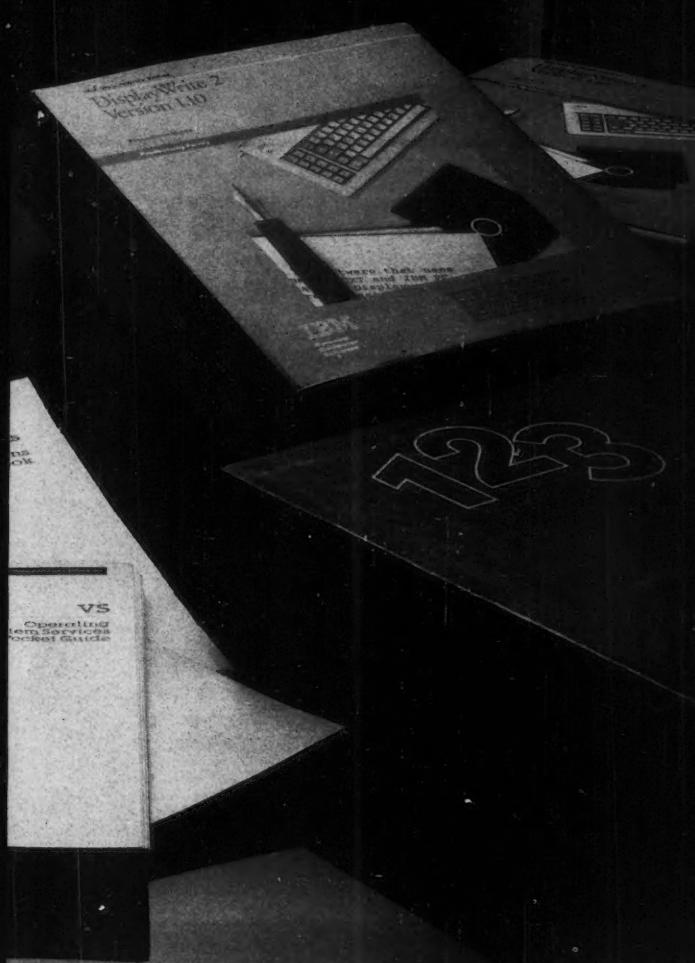
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Years ago, Gerald Weinberg published a book entitled *The Psychology of Computer Programming*. It was a landmark statement focusing attention on a new dimension of a new profession that had been seen as a largely technical practice. It was also an important step because it emphasized not just personnel management issues but also environmental needs, such as group dynamics and work habits, that were seen as unique or at least highly individualized.

That same analysis needs to be applied to data processing management. Unlike Weinberg, it is doubtful we would find a single distinctive profile but rather a diverse assortment of attributes, motivations and behaviors with one thing in common: the management of the discipline of data processing.

In our effort to master the art of managing the data processing resource, we frequently overlook fundamental elements of our job. We look at the technical side, the management practices and techniques and we try to be diligent about the financial component of our responsibilities, but we ignore that component that is our own makeup. All too frequently, it is the most important component. *Our management style and personality frequently determine the fit with a particular job and contribute to our success and enjoyment or become barriers to achieving them.*

As one example, an extremely dedicated data processing manager worked hard to become part of the top management.

See **YOUR** page 54

Young is a principal of Worcester, Mass.-based Arthur Young.

Taking care of business

DEC's MIS manager takes aim at inventory and sales

By David A. Ludlum

With his employer riding a business boom driven largely by its supple technology, the director of Digital Equipment Corp.'s information systems might be expected to champion the use of the latest gadgetry.

But Belford E. Cross, who holds the title of corporate manager of Digital Information Systems, is a former manufacturing executive given to describing his work in terms of inventory turns rather than instructions per second.

Just as DEC lately has worked to tailor its sophisticated technology to the dictates of the market, the company has shifted the focus of its corporate information systems function to business concerns.

Nearly three years ago, Cross — then a group manufacturing manager for Ethernet who had begun his career at DEC as an engineer and later started up a plant in Maine — was asked to interview for the top information systems job.

"There was a belief that there was an

excellent architecture, excellent products and a forward-leaning technical strategy but a lack of integration with business requirements," says Cross, a trim, soft-spoken skiing enthusiast and father of two.

DEC sought someone who understood its business — the culture and the way decisions are made — with experience in getting things done, such as building plants and delivering products, and with credibility among line functions. "Someone who wouldn't be perceived as a technician but as someone who understood the factory floor," according to Cross.

DEC also needed someone with a reasonable technical background and credibility within the information systems department. The job calls for challenging the information systems staff to work on the most significant business problems rather than on the most appealing technology, Cross says.

A year earlier, DEC had shifted corporate information systems' reporting relationship, moving the function from finance to operations, a change aimed at making better use of the technology, observes Cross, who reports to Winston Hinckle Jr., who holds the position of senior

See **TAKING** page 56

Fire enlightens Boston users

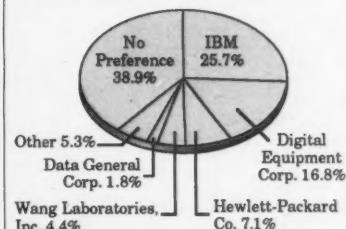
By Donna Raimondi

BOSTON — A fire that recently struck a 42-story building here in the financial district has shed some light on the question of how much disaster protection is enough. While the fire did not destroy data centers, it gave victims food for thought.

One Post Office Square was rocked by explosions at 5:45 p.m. Dec. 9 as its electrical switches blew, injuring nine occupants, two seriously. For the next week the building

See **BOSTON** page 56

•DATA VIEW Open market Preferred departmental system vendors



INFORMATION PROVIDED BY THE SIERRA GROUP, 1986

Typical senior exec changed focus, now earns \$215,000

The typical senior executive at a Fortune 1,000 company made his major career breakthrough at age 34 and attributes it to being in the right place at the right time and to having moved from one functional area to another, according to a survey.

The executive, now 51 years old, was earning \$100,000 a year by the time he was 35, as a vice-president, and currently pulls down compensation of \$215,000 a year.

However, he said he defines success as enjoying work and effecting change; money is a secondary consideration. Public recognition is not particularly important.

These are among the facets of the typical Fortune 1,000 manager at or

near the level of vice-president that emerged from a survey by Los Angeles-based executive search firm Korn/Ferry International.

Self-portraits

The survey, based on more than 1,300 responses, reflects the executives' views of themselves. Korn/Ferry conducted the survey in 1985 and recently released a full report, including a profile of the typical respondent.

That typical executive said he believes concern for results and an urge for responsibility are necessary for success in business and that he does not place much emphasis on likability, appearance or formal busi-

ness training, although general education can have a significant impact.

The executive credited his rank to hard work tempered by ambition and luck and named integrity as the most important ingredient of a successful business career.

Younger execs more mobile

He said he has worked for only two companies and has been with his present firm for 17 years, although younger respondents showed more mobility.

His ambition is to become chief executive officer of his company — not to own his own business. He said that if he were financially independent, he would continue to work at

his present position.

The executive is in general management, after starting his career in finance or accounting.

Fast track

However, he said he believes sales and marketing is currently the fastest route to the top in his organization and will remain so in 10 years.

The executive's average work-week is 56 hours. He said he spends about 49 days a year traveling on business and takes 14 vacation days a year. He fully intends to retire at or before age 65.

He said he feels the biggest threat to his career is a corporate reorganization.

INSTANT ANALYSIS

"Senior management must take responsibility for the planning, funding, implementation, testing and certification of an alternate processing strategy."

— Irene E. Isaac, from the "Guide on Selecting ADP Backup Processing Alternatives," issued by the National Bureau of Standards of the U.S. Department of Commerce

At 3 a.m. on November declared at our cor



Richard Kislowski
Vice President,
Information Services
Denny's Inc.

"I declared a full-scale mock disaster in our Denny's Inc. data center to ensure our ability to provide the highest level of protection for vital assets and uninterrupted service to our guests."

Here are a few of the facts:

- To ensure the seriousness and realism of the recovery activity, there was no preannouncement of the "disaster."
- Beyond our concerns with shelf life and food preparation, Denny's is a perishable business in the sense that a missed meal is a lost sale. There are no next-day chances to recoup it.
- Rapid inventory turnover demands that our supply lines remain clear at all times. These supply lines are critically dependent on on-line order entry processing.
- Denny's is an enterprise that deals with high volumes and moderate prices.
- Denny's operates on a weekly basis. In addition to daily polling of each restaurant to collect financial data, we issue weekly paychecks to 50,000 employees, and each of our 1,200 restaurant managers receives a weekly profit/loss statement.
- To protect our operating capabilities, Denny's Inc. management is committed to total redundancy in our data processing operations.

With over 1.3 Billion in total sales, our 1,200 Denny's restaurants play a major role in the success of the corporation. My primary concern is the success of the company's management objectives. Denny's restaurant operation is time-sensitive, labor-intensive, vertically integrated and exceptionally committed to an on-line environment. As a result, we take the issue of disaster recovery very seriously, gearing ourselves, from the top down, to the protection of the data processing resource.



Every week, trucks from the Denny's Inc. subsidiary, Proficient Food Company, deliver average food orders of over \$5,000 to each of 1,200 Denny's Restaurants nationwide. All ordering and distribution is processed on-line through Denny's corporate data facility.

Evan Wride
Director,
Systems Development
Denny's Inc.



"After receiving Rich's directive, I made a surprise phone call to the Data Center Manager at his home in California. It set in motion a series of critical events that tested our ability to provide 24-hour, 7-days-a-week processing to the Denny's user community."

Here are a few of the facts:

- Denny's joined the on-line environment in 1981 and developed a disaster recovery plan in 1982. We routinely test twice annually at our hot site facility.
- Our objective was to bring up the operating system and critical applications at the disaster recovery facility within 24 hours of a disaster.
- We wanted to test our recovery plan and the ability of our personnel to move quickly to the critical path of our recovery effort.
- Within four hours, three disaster recovery teams had been dispatched and were enroute to two destinations with their responsibilities firmly in hand.

Our ability to provide continuous data processing demands broad redundancy throughout the data center. That is in place. But Denny's Inc. is committed to maximum management of the risks of a computer disaster. For us, hot site backup is just another level of redundancy beyond the data center — another important layer of protection for our business.



Denny's Inc. corporate data center

- processes over \$20,000 in food and beverage sales weekly for each of our 1,200 restaurants.
- electronically captures payroll, cash and menu mix information from each of our 1,200 Denny's restaurants weekly.
- processes over 70,000 deposit transactions daily.
- handles payroll and benefit transactions weekly for over 50,000 employees nationwide.



19, 1985, a disaster was porate data center.



In one year, Denny's 1,200 restaurants serve more than 90 million breakfasts to the American public. That requires ordering, procurement, delivery and preparation of approximately:

- 7.5 million lbs. of coffee
- 264 million eggs
- 7 million loaves of bread
- 21 million lbs. of bacon and sausage
- 10 million lbs. of pancake mix
- 2 million gallons of milk

"When I received Evan's call at 3 a.m., I first picked myself up off the floor. Then I immediately put in action our disaster recovery plan."

Here are a few of the facts:

- We had planned, strategized and tested. Now it was time to find out how effective we could be in the face of an unexpected shutdown.
- It was my responsibility to alert and dispatch our personnel with specific directives that would allow us to bring up the operating system and critical applications at the Recovery Center within 24 hours of the "disaster."
- Reestablishing user access was critical, since 1,200 restaurants were depending on us to keep them functioning.
- Along with general operating concerns, we were specifically interested in our ability to back up our communications network at the Recovery Center.

Once we had established the critical path and our teams had arrived at the Recovery Center, we were able to bring up the MVS operating system, run diagnostics on our communications equipment, and begin processing critical applications according to schedule. We knew we were well prepared, but nothing validated our ability to respond as well as the real-world dynamics of this experience.

Shepard James
Data Center Manager
Denny's Inc.



"Within 22 hours of declaring the "disaster," our operating system was up and running, thanks to proper planning and a capable disaster recovery resource like CDRS. We met our objectives and honed the capability of our seasoned disaster recovery team."

- Through this experience, we reaffirmed our ability to conduct business under potentially disastrous circumstances.
- Sound recovery procedures are especially important to our division operating people, who truly recognize the importance of protecting the data processing resource.
- Denny's has tested its plan six times in the past three years. As a result of that, we have come to believe that testing is as important as planning. Every time we test, we flush out a new wrinkle.
- Denny's Inc. has committed the resources to ensure that we don't lose a single breakfast transaction. That may appear simplistic, but when you consider what's at stake, disaster recovery simply makes good business sense.

Yes, CDRS!

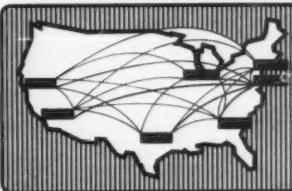
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MANAGEMENT

Your style as manager

From page 51

ment team, trusting his management proficiency and hard work would promote his success. Unfortunately, he never saw that his style was contrary to the relaxed, sociable attitude of top management. Key discussions often took place over long lunches and decisions were made on the golf course or while socializing. Though the data processing manager was a peer on the organizational chart, he did not belong to the team responsible for running the company, largely due to a difference in style.

It should be noted, however, that

when two opposite types can coexist the complementary strength can be great. Traditional examples are the thinker and the doer, word people and numbers people, people-oriented individuals and task-oriented ones. In a hiring situation, while we may be drawn to people like ourselves, it may be someone very different who would make for the best working team by complementing our abilities.

Personality and style affect not only our ability to get along with others but the very ability to perform certain tasks. This is seen best in the context of changing job needs. Several large data processing shops owe their success to managers who charted the shops' growth and inspired people to implement a vision.

When their companies' fortunes changed, however, and the task became one of caretaking, the drive to alter and improve was not consistent with the new need to control and fine-tune. The introduction of distributed processing and personal computers has had the same impact on control-oriented managers. Some who could not tolerate a more cooperative style appeared to be technically obsolete when, in fact, the problem was really an inflexible personality trait.

Understanding yourself

With so many ways in which your style can work for or against you, it is important that you understand yourself. You can gain insight by asking yourself which tasks you like and do well and which you do not. Is there a pattern to your successes and disappointments? What people do you like and get along with and why?

The most dramatic use of personal skill assessment is when it leads to the need for staff changes. You may conclude that a subordinate just cannot work with you or that you cannot work for a certain company. However, that should be rare. Remember, all differences in personality are not bad — only those that lead to conflict and inefficiency.

For example, if a manager recognizes that a particular task requires a creative orientation that is not his strength, he may choose to delegate the task to someone with that trait or at least work with such a person.

In supervising others, a data processing manager may be concerned about subordinates who spend much of their day socializing. However, it may be that this is not only important to the employees but to how they get work done. If this is only in conflict with the manager's ideas about proper work, perhaps an objective yardstick can be established to ensure that the important things are getting done.

However, if the behavior is contrary to the beliefs of top management, co-workers, customers or others, then no yardstick will be able to measure the potential disruption. Clearly, the only remedy is action such as closer supervision, environmental change or job reassignment.

The essential thing to remember is that data processing and personality are not contradictory terms. Computer management and personal style are not mutually exclusive. Even though we work in a world noted for precision and scientific method, it is ultimately people who make it work. Therefore people are the most important thing to understand — beginning with ourselves.

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Taking care of business

From page 51

vice-president for corporate operations.

Cross's responsibilities range from telecommunications to decision-support systems, with the major resource being a 12,000-node network that links nearly 60,000 employees through electronic mail and various applications.

He also chairs a corporate information systems management committee made up of information systems subordinates, local information systems site managers and senior executives from various geographical and functional areas.

The committee directs corporate information systems planning and budgeting while trying to maintain what Cross calls strong reporting relationships within the operating units.

Cross speaks of accomplishments in his current role strictly in terms of benefits to DEC's manufacturing and marketing activities. Improvements in managing materials increased the number of times inventory is turned over per year from 1.8 to more than three. Enhancements in managing orders cut the time between placement and confirmation by more than half.

Using artificial intelligence to configure complex orders reduced the number that are changed, which cut costs and enhanced customer satisfaction.

Cross says he believes his move from line management to corporate information systems — with its responsibility across the entire corporation — enhances his career prospects at DEC.

"I get a very cross-organizational perspective about how the business works," he says. "Some of the metrics we use to measure ourselves are what's happening with inventory turns, what's happening with accounts receivable, what's happening with the company's overall asset management."

Cross recommends that other line managers work in information systems to broaden their perspectives and that information systems managers likewise work

in line positions, even moving from one function to another, which he says is increasingly possible with the decentralization of processing.

Cross also suggests that information system managers trying to acquire general business knowledge take courses in areas such as management and finance. "It's appropriate to get some good old-fashioned education to any extent that's possible," he says.

Boston users enlightened

From page 51

ing was closed, although workers were allowed to retrieve items they needed.

While most businesses had to operate out of other branches or share facilities with benevolent companies, one firm, Putnam Cos., a pension and mutual fund manager,

moved to a prearranged disaster-recovery hot site.

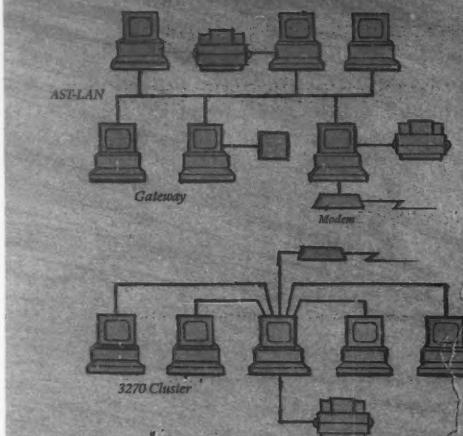
Putnam Investor Services, Inc. — a subsidiary of the \$34 billion Putnam Cos. — protected its securities trading by retrieving up-to-date backup data from an off-site vault and rushing it to a SunGuard Data Systems, Inc. hot site in Philadelphia. For the next week, Putnam ran its IBM 4381 operations at the hot site through its Quincy, Mass., branch.

Putnam had grown big

enough five years ago for its managers to provide for disaster recovery for the home office, but no such safeguards had been arranged for some smaller offices in the building, prompting managers there to consider the risks they face.

On the five floors of offices of the accounting and consulting firm Coopers & Lybrand, there was smoke damage but no loss of equipment or data, according to Barry Davis, microcomput-

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MANAGEMENT

ing facilities coordinator. But had the fire actually entered the offices, the firm would have lost all the disks for roughly 65 microcomputers, which are used primarily for client work — audits, analysis of audits and spreadsheet applications.

Coopers & Lybrand stores hard copy and tapes from its Digital Equipment Corp. VAX minicomputer off-site but does not have remote storage for backup diskettes, Davis says. The firm has in-

surance for the equipment and could reorder the software, but any data on disks would have been lost.

Backup advice

"If you can store diskettes, store them in cases and cabinets so the sprinklers won't ruin them, at the very least," Davis advises. "You should have them backed up off-site, but it's one thing to say that and quite another to get it done."

Davis says he finds that

even getting PC users to make a duplicate copy is difficult. "If somebody spends two to three days working up something on Lotus Development Corp. 1-2-3 and the disk goes, it is their responsibility," he says.

At Craig & Mac Cauley Professional Corp., a law firm on One Post Office Square's 22nd floor, occasional shutdowns of electricity at the building had made Pauline Hanson wary. As the assistant administrator of a

Wang Laboratories, Inc. VS15 word processing installation, Hanson had decided on the Sunday before the fire to keep everything backed up in an on-site vault.

After the fire, workers were able to retrieve stored backup from their offices and continue working at another law firm with a bigger Wang system. "If we weren't allowed back into the building, there would have been nothing we could possibly do," Hanson says.

She has made a disaster recovery plan a priority for the near future. Her firm is moving to another building and, as soon as it is settled, she hopes to convince executives to cover themselves against loss. "We use the Wang to do briefs, litigation, wills and trusts. If they were destroyed, we would be in serious trouble," Hanson adds.

Disaster planning should be senior management's charge, according to a recent report by the National Bureau of Standards. "Senior management must take responsibility for the planning, funding, implementation, testing and certification of an alternate processing strategy," the report says.

Assigning responsibility

Top executives should assign management responsibilities for developing alternate processing strategies, demonstrate a dedication to developing and supporting the plan, commit the necessary resources, monitor development and require and verify periodic testing of the strategy, the report adds.

Alternative strategies can range from enrollment in dedicated disaster recovery centers or shared contingency centers at the top end to a reversion to manual processing as the last resort. An individual company's risk assessment efforts will show what level of coverage is necessary.

Reverting to manual processing is not a likely alternative for any large or medium-size company, Hoey notes. "In most cases, the people who know how to do that are retired or dead. The company wouldn't have a mainframe if it were possible to do it manually."

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NEW PRODUCTS

PC network tool compatible with Netbios

Server Technology, Inc. in Sunnyvale, Calif., has announced Easylan Version 3.0, an IBM Netbios-compatible version of its personal computer network software.

Easylan 3.0 is said to allow personal computer users to run application programs written to IBM's network interface standard over RS-232C serial communications links and to develop Netbios-compatible local-area network (LAN) applications.

According to a company spokesman, Easylan 3.0 interconnects up to 20 IBM Personal Computers, PC XT's, AT's or compatibles.

The Netbios interface defines four basic network functions — send, receive, connect and disconnect. Because Server Technology has implemented Netbios through software and the PC's RS-232C serial communications ports, a network program coded to use the Netbios 5C interrupt will operate with IBM's PC Network, the IBM Token-Ring network and other LANs that support the Netbios interface, the spokesman added.

Easylan Version 3.0 also incorporates four new network commands in addition to the DOS-like EZDIR, EZCOPY, EZTYPE, EZDELETE and EZRENAM. The commands are EZCLOCK, for setting the network time from one date and time board; EZBEEP, for signaling other users through the PC's speaker when a file is about to be transferred or when a file transfer is complete; and EZMD and EZRD, allowing one user to make or delete subdirectories on another interconnected PC.

Easylan Version 3.0 supports commonly used single-user programs such as Lotus Development Corp.'s 1-2-3 and Ashton-Tate's DBase products.

The single-copy price is \$99.95. A two-PC kit is priced at \$219.95. Additional single-user add-ons cost \$119.95. Existing users of previous versions can upgrade to Version 3.0 for \$25, the vendor said.

Screen painting facility debuts

Designs and manages CICS screens on micros

Micromain Software, Inc. in Duxbury, Mass., has announced an IBM CICS screen painting and design facility for the IBM Personal Computer.

Called Micromain Painter, the software has the ability to build maps and create IBM's Basic Mapping Support (BMS) code on the PC for use in mainframe CICS applications, according to the vendor.

Micromain Painter is said to be a fully operational, menu-driven mainframe-style utility for designing and managing screens.

Multiple utilities

The product incorporates utilities for handling, listing and testing files that con-

tain screen designs and generated BMS code.

According to the vendor, the product features the ability to design CICS mainframe screens on IBM PCs or compatibles. It is also said to be able to store, modify, save design and generate the BMS code for use in the mainframe applications.

Extended attributes

The BMS code includes extended attributes, color and multiple-map mapsets. The BMS source code is uploaded for a PC file for use in the CICS application, the vendor said.

Micromain Painter also features an import facility to accept screen designs from other sources such as word processing systems and an export facility to include screen images in documentation.

Micromain Painter costs \$495, the vendor said.

INSIDE

Software & Services/61

Microcomputing/61

Networking/61

Systems & Peripherals/62

Price Reductions/62

Technical publisher upgrade handles complex documents

Interleaf, Inc. in Cambridge, Mass., has announced the first customer shipments of its Technical Publishing Software (TPS) Release 3.0.

According to a company spokesman, TPS used to be primarily an office automation product. On the other hand, the spokesman continued, Release 3.0 focuses on productivity enhancements for users who create long, complex documents such as technical manuals, directories and books.

Features of Release 3.0 include editing and formatting control of text within graphics; revision tracking; an equation package; and a book facility for long-document assembly, including automatic numbering and cross-referencing.

This numbering and cross-referencing feature also has the ability to automatically generate an index and a table of con-

tents, according to the vendor.

Other features of Release 3.0 are said to include additional computer-aided design interfaces, isometric and freehand drawing, additional graphics input options including line-art scanner and tracing tablet, enhanced software for editing images and new typefaces.

Can be bundled with workstations

TPS Release 3.0 is available bundled with 32-bit workstations manufactured by Apollo Computer, Inc., Digital Equipment Corp. and Sun Microsystems, Inc., according to the vendor.

An entry-level configuration including Apollo, DEC or Sun workstation, standard TPS software license and an Interleaf laser printer is priced at \$29,900.

Unbundled TPS costs \$15,000 per license, the vendor said.

Server ups Unix users' speed

Informix Software, Inc., based in Menlo Park, Calif., has announced the release of Informix-Turbo, a specialized data base server said to increase transaction processing speed and provide fault tolerance.

According to a company spokesman, Informix-Turbo was designed to provide Unix-based system users with the ability to handle heavy online transaction processing without increasing the risk of information loss.

Informix-Turbo is an optional data base server that uses AT&T Unix System V shared memory, query optimization techniques and raw I/O capability to manage data and speed access for users. A system administrator can use expert-system technology to modify parameters that affect the performance of the system for a particular application environment.

To implement fault tolerance, In-

formix-Turbo bypasses Unix to insert, read and update data directly on the disk rather than buffering the information in internal memory and writing it onto the disk later. The server keeps transaction logs of the writes so that if there is a system failure, it can use its logs to restore the data base to the last transaction processed. The logs also enable Informix-Turbo to maintain data consistency across multiple tables.

Informix-Turbo is priced from \$1,200. It requires Unix System V shared memory and, because it is a data base server, must be used with another Informix product or application as a front end.

According to the company, all current applications written with Informix-4GL, Informix-SQL and other Informix products can be used with Informix-Turbo.

Informix-Turbo will be available in March.

Prime unveils Common LISP

Language integrates with system software

Prime Computer, Inc. of Natick, Mass., has announced the availability of the company's proprietary implementation of the industry standard Common LISP programming language for Prime general-purpose superminicomputers.

Called Prime Common LISP, the programming language is said to be fully integrated with Prime system software. According to the vendor, users can develop and execute artificial intelligence and symbolic computing applications on 50 series systems, such as portfolio management, environmental quality control, mining and exploration strategies, numerical control tooling and flexible manufacturing systems.

In the stand-alone development

environment, Prime Common LISP users can develop, compile and debug LISP programs interactively. With the runtime system, users can execute applications independently of the development environment.

Prime Common LISP interfaces to Prime languages, the Primos operating system and other Prime system utilities. Users can exchange data between application programs and incorporate existing data bases into their LISP programs.

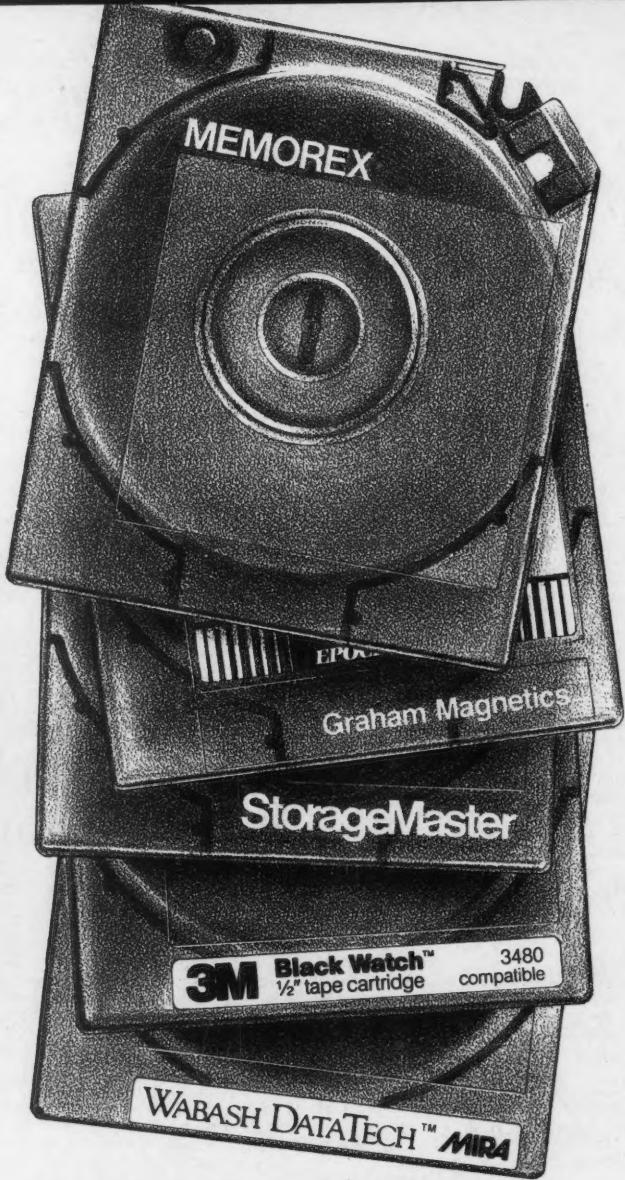
Prime Common LISP is user installable. It requires Revision 20.0 of Primos. For Prime office systems, the development environment costs \$8,400; for \$10,500, it comes packaged with the Emacs full-screen text editor. For computer-room systems, the development environment is priced at \$12,000 and at \$16,000 with Emacs. The Prime Common LISP runtime system costs \$4,000 for all Prime systems.



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NEW PRODUCTS/SOFTWARE & SERVICES

SOFTWARE & SERVICES

Systems software

Cambridge Systems Group has introduced **ACF2/VM Release 3.0**, an enhanced version of its data security software for VM users.

Release 3.0 is said to provide enhanced security for the CP DIAL command, allowing a virtual machine to be secure from unauthorized DIAL access. Under Release 3.0, the installation has the option to validate logons of FORCEID users and write individual rule sets for each DIAGNOSE instruction controlled by ACF2/VM.

ACF2/VM Release 3.0 does not require source code modification for VM Control Program modules.

ACF2/VM Release 3.0 costs \$24,000. Current users may upgrade for free.

Cambridge Systems Group, 1333 Lawrence Expwy., Santa Clara, Calif. 95051.

Applications packages

SCS, Inc. has announced an IBM Manufacturing, Accounting and Production Information Control System interfaced quote-estimating system.

The system allows users to determine final price estimates using any cost variables specific to their business and to print quotes that can be sent to customers and maintain a quote history. It also provides a Help text for on-line documentation.

The quote-estimating system costs \$3,200.

SCS, Suite 300, 201 S. Main St., N. Syracuse, N.Y. 13212.

Software languages

Celerity Computing has announced the availability of the **LISP** artificial intelligence programming language for its Unix-based 32-bit computer systems.

The Franz LISP dialect offered allows multiple users to run large-scale AI applications, such as the Department of Energy MACSYMA. Celerity's LISP has been optimized to take advantage of the University of California at Berkeley Unix version operating system.

Celerity's Lisp costs \$7,000.

Celerity Computing, 9692 Via Excelencia, San Diego, Calif. 92126.

MICROCOMPUTING

Software enhancements

Kartech Data Services, Inc. has announced **Release 1.8** of its **PC-Proto**, a systems prototyping tool.

PC-Proto allows users to create a working model of a system on an IBM Personal Computer, PC XT, AT or compatible. It also provides access to files and data bases and features include enhanced cross-reference reports and an enhanced file converter.

PC-Proto costs \$249.

Kartech Data Services, 165 Pinewood Ave., Toronto, Ont., Canada M6C 2V6.

Communications

Consumers Software, Inc. has announced an entry-level version of its **Network Courier** electronic-mail program for personal computer local-area networks.

The program was designed for networks with up to six personal computers. It provides the same functionality of the standard version and the ability to share files without exiting application programs.

The entry-level version of Network Courier is priced at \$295.

Consumers Software, Suite A, 8315 Monterey St., Gilroy, Calif. 95020.

Data storage

CMS, Inc. has announced the **K-Kit 60**, a 60M-byte hard disk drive subsystem for the IBM Personal Computer XT.

The drive features an average access time of 28 ms., a transfer rate of 5M bit/sec. and required operating power of 29 watts.

The subsystem comes formatted

for installation and includes controller card, cables and mounting hardware.

The K-Kit 60 costs \$1,595. CMS, 3080 Airway Ave., Costa Mesa, Calif. 92626.

NETWORKING

Protocol converters

Datagraf, Inc. has announced the **Honeywell VIP 7700** and **VIP 7800 protocol converters**.

The protocol conversion packages are said to convert terminal protocols of other manufacturers, such as IBM, Burroughs Corp. and Sperry Corp., to emulations of the Honeywell, Inc. terminal protocols. It is said to allow for communications with Honeywell mainframes as well as associated

front-end processors.

The Honeywell conversion packages are available in Series II and Bump protocol converter configurations. Prices start at \$3,300.

Datagraf, 8305 Highway 71 W., Austin, Texas 78735.

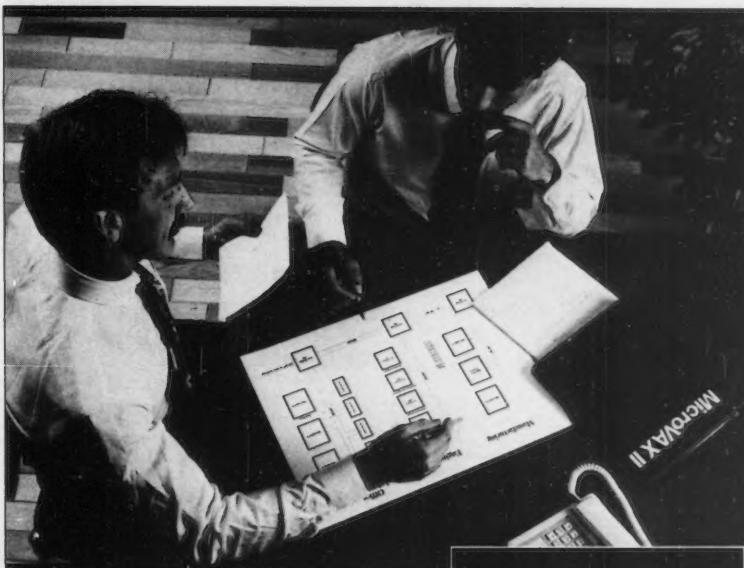
Software

Communications Research Group has announced **Blast Host**, a software product designed to allow mini or personal computers to connect to mainframes.

Blast Host runs under IBM's VM/CMS and MVS/TSO operating systems using any asynchronous pathways found in the mainframe environment, such as protocol converters and CCITT X.25 pads. It operates as an application program to connect

Continued on page 62

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NEW PRODUCTS/NETWORKING

Continued from page 61

PCs or minis to a remote host and transfer files between systems.

Features include IBM 3270 terminal emulation, asynchronous connectivity and automatic connection to host mainframes or minis dialing public-network pads.

Blast Host is priced at \$5,500.

Communications Research Group, Third Floor, 5615 Corporate Blvd., Baton Rouge, La. 70808.

Multiplexers/Modems

Franklin Telecom has introduced the **FM-2400E** and the **Bright** modems.

Both are said to be Hayes Microcomputer Products, Inc.-compatible. The FM-2400E operates at 24K bit/sec. It offers asynchronous or synchronous transmission.

The Bright modem is a full-function modem that fits into the short slots of the IBM Personal Computer and compatibles. It operates at 12K bit/sec. and has auto-answer, pulse or touch tone auto-dial, automatic speed selection and switch-selectable settings for COM1/COM2 ports.

The FM-2400E costs \$460. The Bright modem costs \$149.

Franklin Telecom, 31320 Via Collinas #113, Westlake Village, Calif. 91362.

SYSTEMS & PERIPHERALS

Turnkey systems

General Computer Corp. has introduced the **Script Manager II**, a stand-alone system designed for use

in pharmacies.

The **Script Manager II** features computer assistance in filling and refilling prescriptions; third-party billing through the vendor's central billing service or through roster billing; monitoring for allergic reactions as well as for conditions against the medications being dispensed; patient profiles; itemized formulary; reordering; and reporting tools, according to the vendor.

The **Script Manager II** is available for lease for \$259 for 60 months or \$299 for 48 months.

General Computer, 2045 Midway Drive, Twinsburg, Ohio 44087.

Processors

Imaging Technology, Inc. has added the **HF-150 Histogram/Feature Extractor** to its Series 150 and

151 product lines.

The **HF-150** is a Motorola, Inc. VMEbus-compatible, dual-function board said to perform both histogramming and feature extraction at real-time video rates. Features include the ability to accelerate the execution of image processing functions.

The coordinates of up to 16 features can be recorded simultaneously. The output buffer can hold up to 16,000 distinct features.

Histograms are performed on 10-bit image data.

The **HF-150** with one output buffer costs \$2,395; with two it costs \$2,895.

Imaging Technology, 600 W. Cummings Park, Woburn, Mass. 01801.

Terminals

Informer Computer Terminals has announced its **207-102** portable workstation.

The **207-102** is said to connect a Digital Equipment Corp. communications network to an IBM communications network through a protocol converter. It is said to be functionally equivalent to DEC's VT102 display terminal. It features direct RS-232C connection or an optional dial-up connection to the mainframe.

The unit features a 9-in. display with a flip-down keyboard; switching between 80 and 132 columns; and an external asynchronous ASCII printer port.

The basic **Informer 207-102** costs \$1,390.

Informer Computer Terminals, 12781 Pala Drive, Garden Grove, Calif. 92641.

Printers/Plotters

Wesperc Corp.'s **Western Peripherals Group** has introduced the **DLP-3000** printer protocol converter said to support Hewlett-Packard Co. HP300 minicomputers.

According to the vendor, the **DLP-3000** provides a standard RS-232 serial connection on the printer side while returning emulation of the HP 2631B or 2930 series printers to the host.

The device's HP emulation also supports the HP 3000 MPE spooler for remote-spool printing. It also works with parallel-to-serial converters.

Other attributes of the printer protocol converter include built-in diagnostics and error detection and correction of print files.

The **DLP-3000** is priced at \$900.

Wesperc Corp., 1821 E. Dyer Road, Santa Ana, Calif. 92705.

PRICE REDUCTIONS

Ampex Corp. has reduced the price of its **Ampex 220** video display terminal.

The **Ampex 220** is an American National Standards Institute terminal said to be compatible with Digital Equipment Corp. VT220, VT102, VT100 and VT52 protocols. It features 400 bytes of nonvolatile programmable function-key memory, a programmable user line, function key loading, VT220-compatible keyboard, downloadable character sets, block mode and a Compose character key.

The **Ampex 220** is now priced at \$529.

Ampex, 401 Broadway, Redwood City, Calif. 94063.

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David A. Miller
Director of Data Processing
Pennsylvania Gas and Water (PG&W)

Data Processing Director David Miller maintains a peaceful coexistence between users and data processing personnel at Pennsylvania's \$230 million utility by training both groups in Walker's financial application packages.

"We solved two distinct sets of requirements, without making tradeoffs," says Miller.

USER NEEDS: "It was important that users begin to control the systems supporting their business activities," explains Miller. "With Walker products, users work with high level tools to interactively tailor screens and reports to match PG&W's business requirements. Once the application is installed, users control the majority of the application's processing," says Miller.

DP NEEDS: Experience told Miller that hardware and software changes were inevitable: "In the '70s we experienced numerous changes in the company's operating environment," he says. "We were determined to minimize the future effects of such changes by making prudent hardware decisions and by isolating application software."

Miller achieved his goals. Because Walker products run independently of operating, data base management, and telecommunications systems. Notes Miller: "We no longer perform costly conversions for our Walker-based products each time components in our operating environment change."

During the selection process, Miller looked beyond current package pricing. "We factored into product cost the expense associated with the total conversions expected over its useful life," says Miller. "We believe this type of evaluation presents a more valid view of an application's cost."

"Every time we review our decision to purchase Walker products, we still believe that decision was in the best interests of the company."



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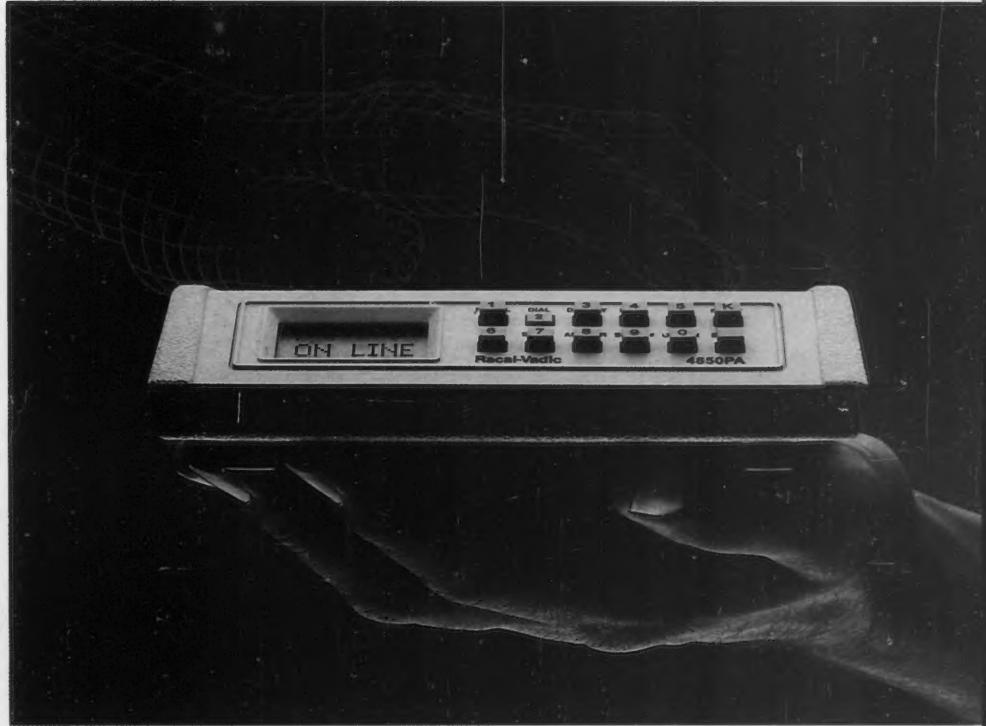
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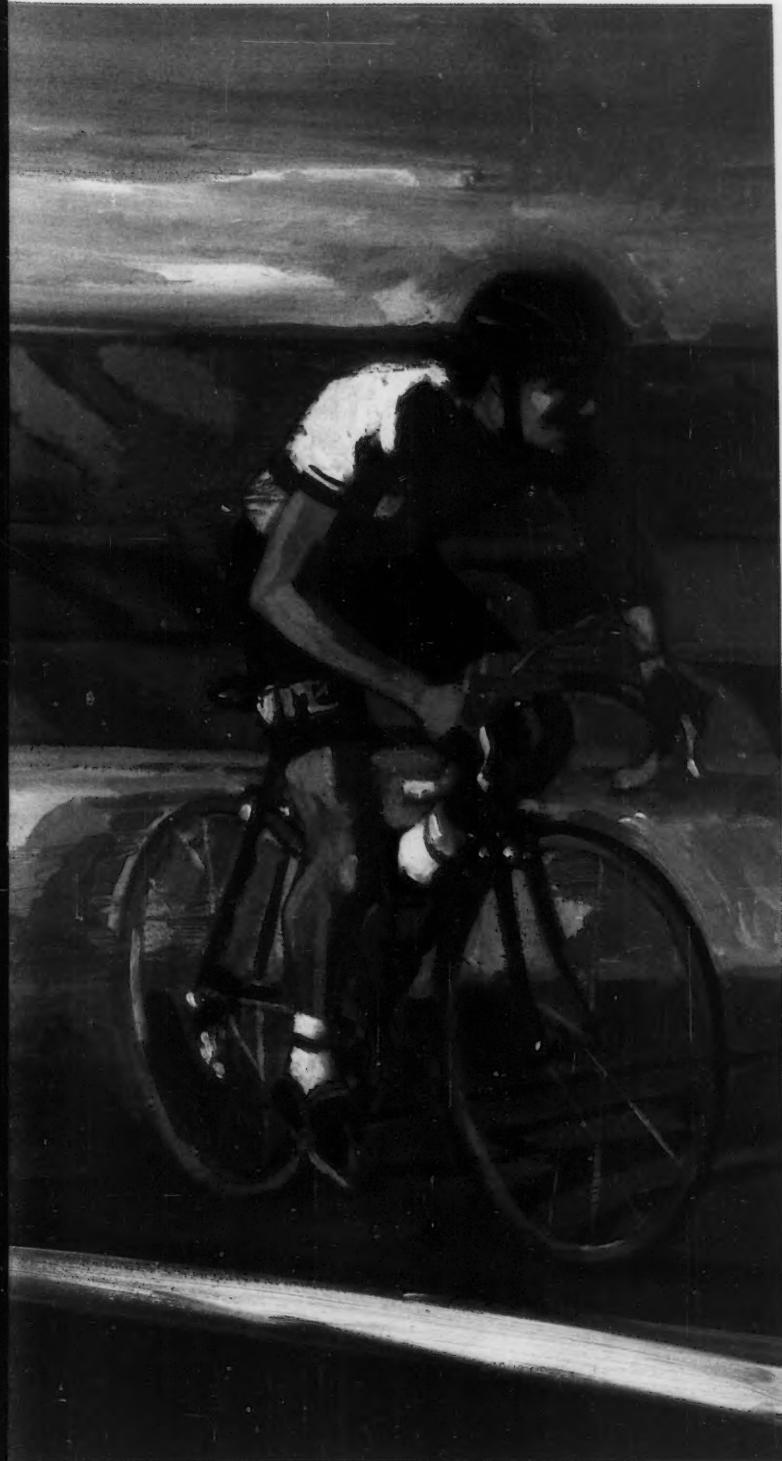
You don't get milestones ahead...



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by resting on what's behind.



Somewhere along the way, a leader has to break away from the pack. And go it alone. That's what leadership is all about. Standing up, bearing down, and moving ahead.

Breaking Away.

Novell broke out of the local area networking (LAN) pack four years ago with the introduction of the file server. We called it a LAN milestone. Others scoffed. Three years later, when IBM announced that its LAN systems would be file server-based, the rest of the pack finally headed for that first milestone.

But Novell was already milestones ahead. By porting the NetWare® LAN Operating System to over 30 major LAN hardware systems and offering nearly 4,000 NetWare-compatible multiuser applications, Novell had established a de facto LAN standard. A standard now supported by more than 400,000 NetWare users worldwide.

And with the introduction of System Fault Tolerant (SFT™) NetWare, Novell passed another LAN milestone: affordable fault tolerance for nearly all LAN systems.

Moving Ahead.

Today, Novell isn't resting. On past achievements or anything else. While other companies are struggling to reach Novell's LAN milestones, Novell is forging an even bigger lead with new milestones like the Universal Network Architecture (UNA) strategy and the opening of NetWare Centers worldwide. A lead so big that many major LAN competitors are buying Novell technology just to stay in the race.

Being a leader is hard work. But Novell is in front to stay. Because nothing compares to the view from the front. Especially when you look forward to the milestones ahead.

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COMPUTERWORLD

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COMPUTER INDUSTRY

Section begins on page 94

Third-party micro software support gains corporate attention

By James A. Martin

Just 18 months ago, third-party microcomputer software support companies were virtually nonexistent. Their numbers remain small, but analysts predict that will soon change and a new industry will emerge from several key developments in corporate computing habits.

As micros began to proliferate, the ranks of end users using sophisticated spreadsheet and accounting packages grew. The level of software support from vendors and corporate MIS departments, however, did not always keep up, and the promises of increased end-user productivity did not always materialize.

Last year, one major software vendor, Ashton-Tate, began charging fees for customer support after the initial warranty period, which some say is giving this fledgling industry a strong boost.

"I always thought this was an up-and-coming industry, and the fact that some software companies are now charging a fee for support has guaranteed it," says Amy D. Wohl, president of Wohl Associates, a consulting firm in Bala-Cynwyd, Pa.

Micro Support Resource Corp. (MSR) is one of the few companies now offering third-party software support nationwide for PC end users. After opening its Atlanta headquarters in September 1985, MSR has

grown from seven employees in one office to 35 employees supporting some 6,000 end users. Revenue is expected to reach \$1 million in 1986.

Other companies are beginning to show interest in third-party software support as well. Businessland, Inc. rolled out a nationwide program last June to offer a variety of third-party hardware and software support packages. Analysts believe it is only a matter of time before a large micro software vendor offers support of other vendor's products — just as hardware vendors such as Honeywell, Inc. and NCR Corp. have entered third-party hardware maintenance.

"We do for users what maintenance companies do for hardware — we keep them operational," MSR President Deborah Fain says. "Most companies tend to forget that the user, in terms of dollars, is more expensive than the hardware."

Last August, Ashton-Tate announced that its Systems, Service and Information Division sector would begin providing a range of support services from \$50 to \$150 per year per user for each software package supported. Other software vendors, seeing the profit potential,

are expected to follow suit.

"By charging these fees, the software industry has opened a Pandora's box," Wohl says. Most software vendors do not have a good reputation for support, she says, and, as a result, customers are hesitant to pay for vendor support. "This gives folks like MSR a good chance, and I think there's room in this business for a lot of them."

On the other hand, some analysts see third-party companies facing an uphill battle in trying to support other companies' products.

"Third-party companies have to compete with the original provider for service," says D. R. MacNaughton, president of Business Development International, Inc., a consulting firm in Franklin Lakes, N.J. "They can compete on price, probably, but there is the assumption with a lot of people that the guys who wrote Lotus 1-2-3, for example, will be better at maintaining it than someone who didn't."

MSR says it can meet that challenge. Founded by Fain and three colleagues with whom she had worked in support and education at Samna Corp. and Lanier Business Products, Inc., the firm counts Coca-Cola Co.

and Greyhound Lines, Inc., a subsidiary of Greyhound Corp., among its customers. MSR offers full telephone support for \$150 per user per package for 20 calls on most major PC word processing, spreadsheet and data base software packages.

"There had to be a multivendor system in large numbers in the workplace for our kind of service to be viable," Fain explains. "Before, with office automation products, end users were used to getting all their components and support from one company, like Wang Laboratories, Inc. In the microcomputer environment, these components come from a variety of places."

"The days of manufacturers selling hardware at 35% off and giving free support are gone," according to Miles Walsh, director of Businessland's toll-free Solution Line telephone support service.

It is expected that at least one major player in the micro software industry will enter the market, maybe as early as middle or late 1987.

However, MSR is not worried. "If another company started today, it would take them at least two years to duplicate our data base, and in that time frame we think we can secure enough of the market share to maintain an edge," Fain contends. "If we do a good job, their entrance won't affect us dramatically."



MSR's Fain

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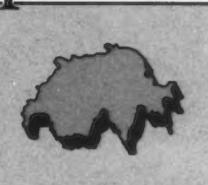
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The COMPAQ Color Monitor works with software designed for a wide variety of display standards: EGA, CGA, and monochrome.

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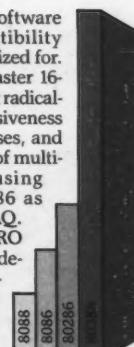
The COMPAQ DESKPRO 386 will also allow the development of powerful new business programs, more advanced engineering software, and artificial intelligence applications.

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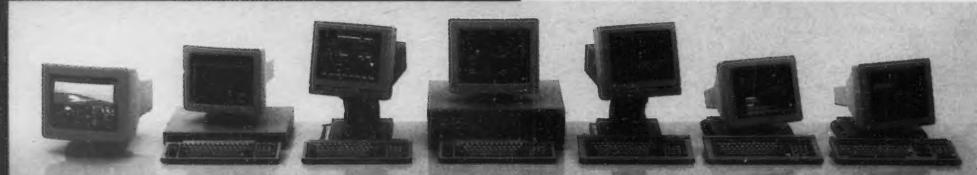
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COMPUTER INDUSTRY

Datapoint's future questioned as CEO leaves firm at crucial point

By James A. Martin

SAN ANTONIO — After several years of financial and management setbacks, the most recent being the sudden resignation of its president and chief executive officer, the future of Datapoint Corp. appears to be at its most uncertain.

The office-automation and network vendor lost market share in recent years to mini and microcomputer vendors and reported operating losses in both fiscal 1985 and 1986. Before that, the company suffered lawsuits alleging the firm misrepresented financial results to its shareholders between 1980 and 1982.

In 1985, Asher B. Edelman, a Wall Street financier infamous for buying troubled companies and selling them off in pieces, gained control of Datapoint in a highly publicized corporate takeover.

'Dangerous point'

"Datapoint is at a dangerous point right now," according to Linda O'Keeffe, a director of market research at Dataquest, Inc. in San Jose, Calif. "Users have been nervous since the 1982 scandal and even more nervous since Asher Edelman stepped in. There must be a concerted sales and marketing effort and a unified product positioning strategy to energize sales if they are to survive."

Datapoint recently suffered a further blow with the unexpected resignation of 13-year executive and CEO Edward P. Gistaro [CW, Jan. 19]. Although Gistaro refused to comment on his departure and did not reveal to Datapoint his reasons for leaving, analysts and observers speculated that Gistaro often disagreed with Edelman's vision for the company.

Edelman referred press inquiries regarding Gistaro's departure to a Datapoint spokesman, who said that to his knowledge the two had a good relationship.

Several Datapoint users contacted by Computerworld said the company's recent problems have not necessarily translated to their own DP shops.

"Product-wise, the company is in the best shape ever," said David Prybys, director of MIS for Cadillac Gage Co. in Warren, Mich. "The question is, Have too many people been scared away?"

Dana Commercial Credit Corp. in Troy, Mich., however, is phasing out its seven Datapoint 8800 minicomputers in favor of an IBM 4381 mainframe.

"The growth of our company is why we're migrating to a mainframe," said James P. Jones, Dana's director of information services. "At the time we decided to upgrade, I didn't feel Datapoint had kept up with the technology curve. Over the last year, they've come out with significant technological improvements over what they had, but for us it was a day late and a dollar short."

Technological expertise will not be as important as marketing savvy in the search for Gistaro's replacement, according to Dataquest's O'Keeffe. "The new CEO had better be the world's best marketing executive, otherwise the company is going to continue to face tough times," O'Keeffe said.

In December 1986, Edelman appointed Clark R. Mandigo as president and chief executive officer of Intelogic Trace, Inc., the third-party computer maintenance concern spun off from Datapoint by Edelman. With no experience in computer maintenance, Mandigo was chosen for his management skills [CW, Dec. 8].

If the company does not make headway in marketing and sales, the possibility is strong that Datapoint will "have to be merged, acquired or form a strategic alliance with another vendor just to survive," according to Andrea Rossi, analyst with Rossi Consultants in Marblehead, Mass.

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COMPUTER INDUSTRY

Apple, Microsoft, Tandy report rise in sales, earnings

Stratus, Tandem gain while NCR growth stalls

By Alan Alper
and Clinton Wilder

Demonstrating that the worldwide microcomputer industry remains robust, Apple Computer, Inc., Microsoft Corp. and Tandy Corp. last week reported solid growth in sales and earnings in the quarter ended Dec. 31.

Three larger systems vendors targeting the transaction processing market, however, posted contrasting quarterly results. While Stratus Computer, Inc. and Tandem Computers, Inc. continued their recent success,

NCR Corp.'s profit growth stalled on a 12% rise in revenue.

Microsoft. Spurred by healthy growth across all product areas, Microsoft registered second-quarter profits of \$19.7 million, or 71 cents a share, up 80% from the corresponding period last year. Sales were up 52% to \$49.9 million.

President Jon Shirley attributed the favorable results to strong sales through retail channels. He cited, in particular, strong demand for software products for Apple's Macintosh, such as Microsoft Works.

"Microsoft's systems products fell to below 50% of total revenue, which means that their applications products are contributing more," said

Thomas Galvin, an analyst with Shearson Lehman Brothers, Inc. in New York.

Apple. Apple's traditionally strong December quarter, which in 1986 included a much higher percentage of Macintosh sales, boosted revenue 24% to \$662.3 million. But profits grew by only 3%, reflecting the gross margin pressure that Chairman John Sculley has said will probably result in a year-to-year earnings decline in the current quarter.

First-fiscal-quarter earnings were \$58.5 million, up from \$56.9 million a year earlier. Per-share earnings remained flat at 91 cents.

Tandy. Buoyed by strong acceptance of its new line of low-cost IBM

Personal Computer-compatible microcomputers, Tandy posted a 19% second-quarter revenue gain to \$1.19 billion. Net income for the period also rose 19% to \$103.8 million, or \$1.16 a share.

"We sold more computers in the fourth calendar quarter of 1986 than in the prior three quarters combined," a spokesman for the Fort Worth, Texas, firm noted. He cited exceptionally strong demand for the new computers introduced last July, the Tandy 1000 Models SX and EX.

Earnings for the quarter were lowered by \$1.8 million because of the recapture of investment tax credits.

NCR. Tax reform negatively affected NCR's fourth-quarter results. Earnings edged up 1% for the period to \$134 million, or \$1.39 a share. Revenue rose 12% to \$1.5 billion.

The effect of the repeal of the investment tax credit lowered fourth-quarter earnings, the firm said. Tax reform also increased NCR's tax rate by 1.7% to 45.7%.

For the full year, however, NCR achieved record results. Earnings reached \$336.5 million, or \$3.42 per share, up 7% from 1985, on a revenue increase of 13% to \$4.8 billion.

NCR Chairman Charles Exley said the firm finished its fiscal year "in the strongest financial position in the company's modern history." But, he added, "The slump in the U.S. computer market, with its associated pressure on profit margins, remains a major concern. We see no signs as yet of material improvement in domestic business conditions in our industry. However, order strength and profit improvement in our international operations is very encouraging."

Tandem. New products brought out during the past year enabled the Cupertino, Calif., maker of fault-tolerant transaction processors to report a profit increase of 133% to \$27 million, or 58 cents a share, for its first quarter.

Revenue was up 40% from the comparable period last year to \$238 million.

Tandem Chief Executive Officer James G. Treybig attributed the strong performance to continued international growth and improved domestic order rates. "For example, Texaco Oil AB Sweden chose Tandem systems to implement a point-of-sale application for Sweden, Norway and Denmark," he noted.

"They're growing like gangbusters," said Louis Gilio, a market researcher for Bear, Stearns & Co. in New York.

Stratus. The Marlboro, Mass.-based fault-tolerant vendor capped another impressive growth year with a fourth-quarter profit rise of 52% on a 40% sales increase. Stratus earned \$3.7 million, or 19 cents per share, on revenue of \$35.3 million.

For the year, sales reached \$124.5 million, up 55% from \$80.1 million in 1985. Profits grew 57% to \$13.5 million, or 70 cents per share.

Stratus was particularly successful overseas selling transaction processors to the newly deregulated brokerage industry in the UK. President William E. Foster also cited several new U.S. accounts in 1986, including American Express Co., the Citibank N.A. unit of Citicorp, the American and New York stock exchanges and Mack Trucks, Inc.

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COMPUTER INDUSTRY

Sytek broadens spectrum, will support Ethernet, TCP/IP

By Peggy Watt

MOUNTAIN VIEW, Calif. — Broadband local-area network developer Sytek, Inc. will broaden its scope to support Ethernet, Transmission Control Protocol/Internet Protocol (TCP/IP) and new transmission media in an effort to shake the stigma of being two years in IBM's shadow.

Sytek will boost their development of twisted-pair and baseband media, said Roger Ferguson, executive vice-president of Sytek. The company already offers fiber-optic connections in a joint marketing effort with fiber-optic developer Codenoll Technology Corp. in Yonkers, N.Y.

Sytek's broader market will pit it

against two other Mountain View-based network companies, Unger-Bass, Inc. and Bridge Communications, Inc. Ferguson said Sytek is better suited to face the competition after two years of experience as the developer and supplier of IBM's PC Network, which was all but abandoned with IBM's announcement of its Token-Ring network a year ago.

Network industry analyst Harvey Freeman, vice-president of Architecture Technologies Corp. in Minneapolis, said he is optimistic about Sytek's survival and prosperity in its post-IBM era.

"They're going to become a formidable force," he said. While Sytek has to lose its image as IBM's shad-

ow, Freeman said the company is also well positioned because of that exposure. The income from IBM, while temporary, yielded valuable research dollars for Sytek's later products, he said.

"The IBM deal," Ferguson agreed, "was both a blessing and a curse. We learned how to really define and test a product and develop a quality, defect-free product. We've translated that philosophy to our existing products."

Slightly more than half of Sytek's revenue came from IBM, and that income dropped when the contract did. The resulting losses delayed Sytek's plan for a public stock offering in 1987 at least a year, Ferguson added.

IBM still owns 15% of Sytek through convertible bonds.

Ferguson said Sytek will offer "clear migration from existing Sytek systems to TCP/IP and other emerging standard protocols." TCP/IP tops Sytek's list because of the great interest in that standard by the military and government, markets that constitute more than half of Sytek's current business.

Sytek is also eyeing General Motors Corp. Manufacturing Automation Protocol/Technical Office Protocol (MAP/TOP) standards. "We are committing to supporting MAP/TOP in the future," Ferguson said. No MAP products will come out of Sytek until MAP 3.0 is released, he added.

"Within 10 days we had the names of the best distributors in three foreign countries."

For nearly two decades, Land Grant has been involved with high tech in a variety of capacities. He is president of Land Grant & Company — a business devoted to export consulting and profitable concepts in global trade for high technology producers.

Land realizes the importance of networking in international business. And, he's been using CW International Marketing Services to help him expand his list of distributor contacts. "CW's worldwide offices are nodes on a network — in touch with current trends as well as the customers and international middlemen U.S. manufacturers are seeking," he explains.

Land discusses how CW International Marketing Services helped his client, Phoenix Technology. "Locating qualified candidates was one of our first steps in helping Phoenix select the right distributors. Within 10 days, we had the names of the best distributors in The United Kingdom, West Germany and France."

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In fact, selected international market information is so scarce, Land is currently writing a guide entitled the *High-Tech Exporter's Sourcebook*. And he plans to continue relying on CW International Marketing Services for distributor contacts. He explains, "The real added value of CW is its people and expertise in place around the world." He adds, "Because CW Communications is a network of international offices, CW International Marketing Services has worldwide contacts and marketing information unavailable elsewhere."

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DEC takes slice of Big Blue pie

From page 94

changed appreciably.

IBM's market share losses in the high-end of the intermediate systems market were especially noticeable. DEC's share of the \$4.3 billion intermediate systems' annual shipment value at list for systems of \$100,000 and up was 49%, nearly three times higher than IBM's 17.5%.

In terms of the "if sold" value of the U.S. installed base at list for such high-end systems, DEC's share of the U.S. market went from 28% to 32% in just six months. IBM's market share, meanwhile, dropped from 35% to 32% in the same time frame.

For the whole U.S. mid-range market, estimated at \$5.6 billion, DEC outdistanced IBM by a 1.4-to-1 margin, despite some 12,000 low-priced System/36s that IBM shipped during the same period.

Cash vs. unit shipments

The System/36s were the reason IBM appeared to be doing well in annual unit shipments, with a 61% market share, compared with DEC's 17%. Unfortunately for IBM, bankers and investors look for cash, not unit shipments, before passing judgment on how a company is doing.

Within IBM's intermediate systems, the System/36 is IBM's largest revenue contributor with \$872 million of "if sold" value in the U.S. The 4381 shipments have dropped significantly in the first half of 1986 to \$510 million, down 40% from their 1985 level of \$853 million.

Such a decrease could lead to the conclusion that at times of weak demand, a high level of competition and disparate IBM product lines, the marketplace is no longer so elastic as to react favorably to IBM's aggressive price/performance actions, such as the 4381 announcement IBM made last February.

Of course, one could reasonably argue that such a conclusion may be premature — that there had not been enough time for the marketplace to fully react to IBM's price/performance move. But the figures indicate that one can at least make a strong suggestion that the intermediate systems market was not as price-elastic as IBM had hoped in the first half of 1986.

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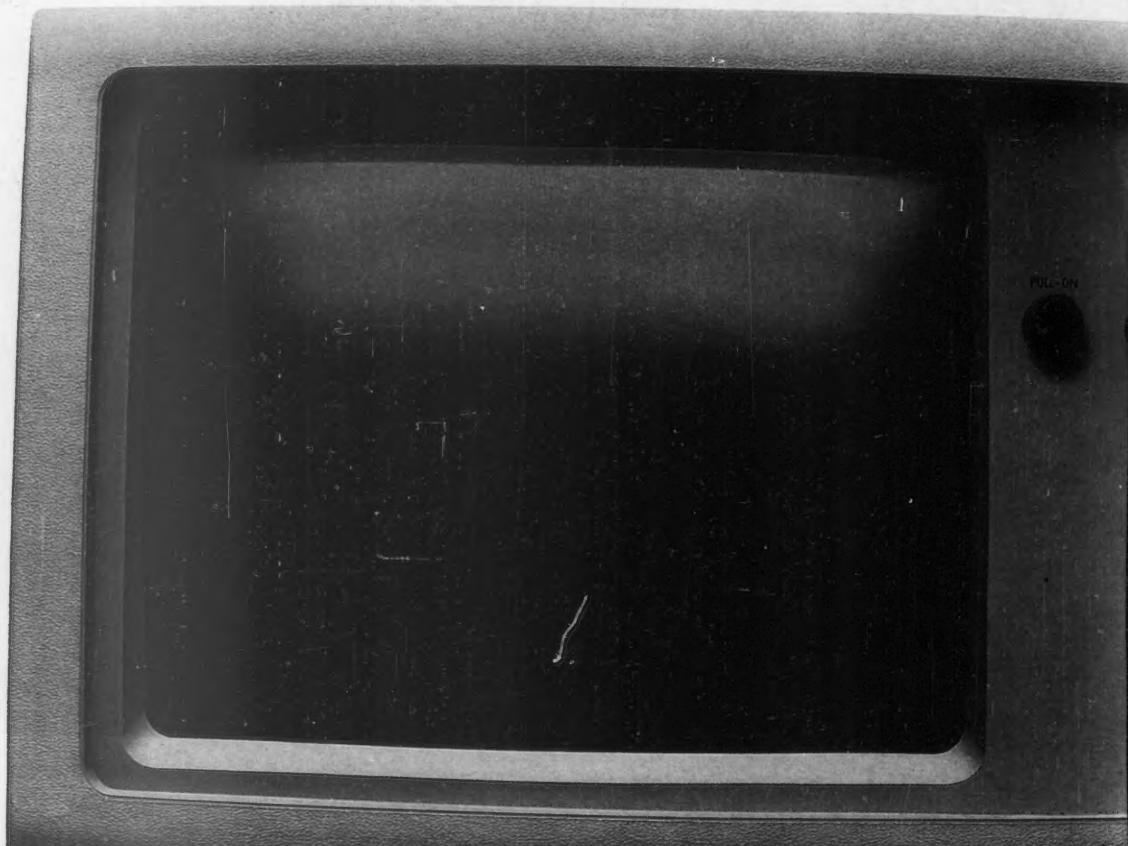
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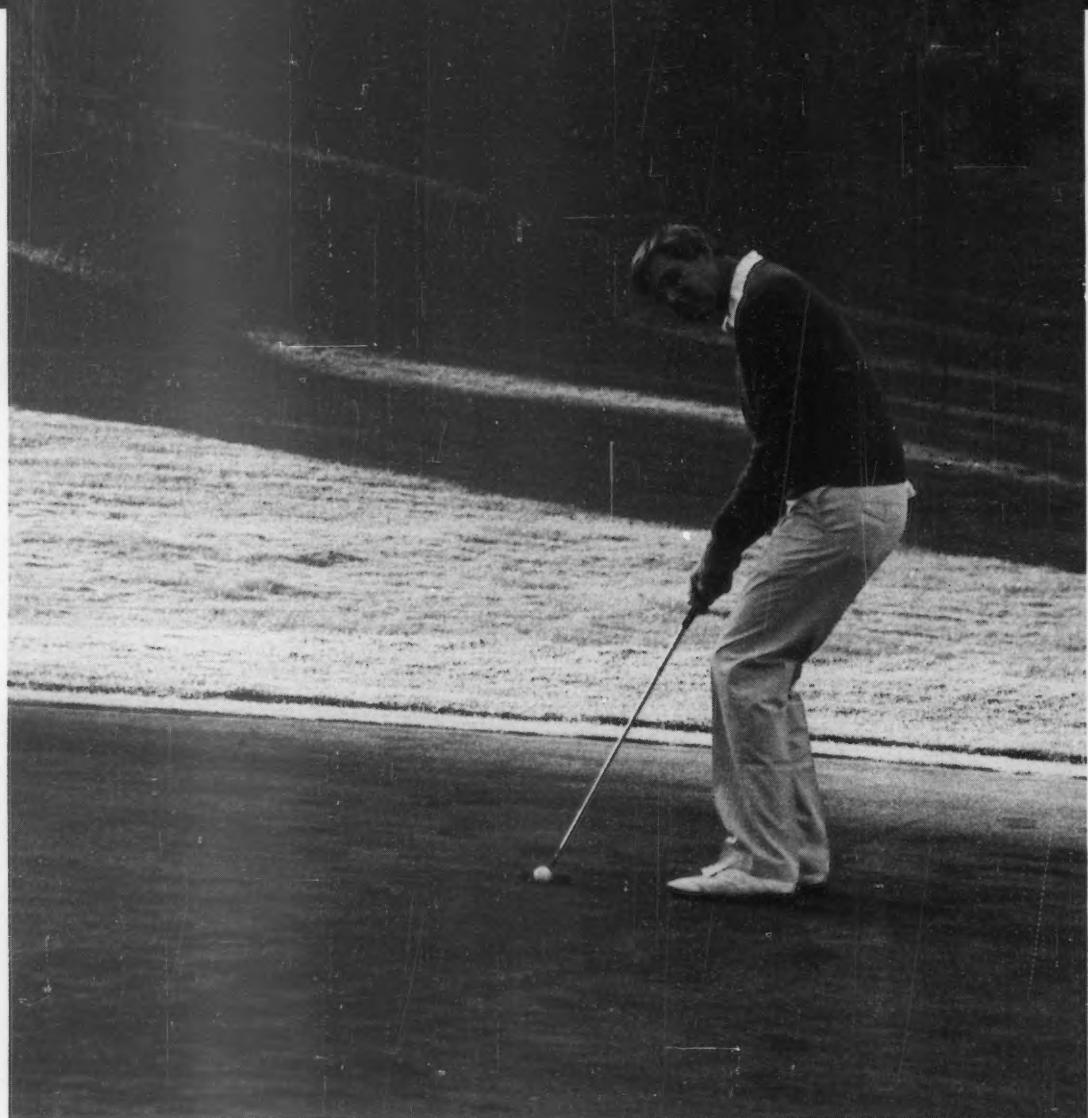
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In his spare time, Bob's an avid golfer, a snow skier, water skier and a jogger.

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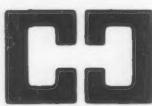
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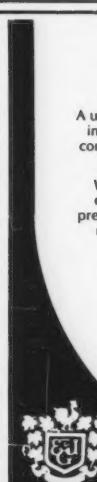
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PROGRAMMER/ANALYST

Under general direction, provides support to MIS staff in the areas of systems software support, problem resolution, new version test and migration, quality assurance, systems configuration, etc. Involves extensive interaction with systems programmers, operations, end user, application development, and vendor staff. Provide, as a member of the Technical Support team, operational support for a number of IDMS/DC on-line systems which may occasionally necessitate working outside the 9 to 5 timeframe.

Performs self-assigned tasks including but not limited to, development of overall systems design specifications, design and code key modules and sub-systems, monitor system performance, develop quality assurance procedures and testing facilities, evaluate and recommend software tools, work with project leaders and other technical staff to assure cross system capability.

Requires thorough knowledge of the following: OS/JCL, OS/MVS, CMS. Knowledge of the following preferred: Cullinet Tools, PL/I, VSAM. Knowledge of the following helpful: Assembler, IMS/VS DB, CICS, MARKIV.

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Applications are invited for a faculty position at the Instructor/Auxiliary Professor level beginning Fall, 1987. Department of Computer Science Plymouth State College. Teaching responsibilities include upper level courses, introductory courses for CIS majors, and a general education course for non-majors. The department has six full-time faculty supplemented by teaching assistants. The department is involved in Applied Computer Science and in Computer Information Systems. Instructional computing facilities include a programming laboratory, a microcomputer laboratory, a local area network and a UNIX operating environment supported by Pyramid 90X and PDP 11/70 super mini computers.

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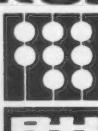
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ADVERTISERS INDEX

ADR	3
Aluminum Case Company	71
Artificial Intelligence	15
AST Research	56-57
Ausdata	13
BASF	60
Bendata	29
Camdex	13
Canaan Computer	14
Chen & Associates	25
Codecs Corp.	22
Comdisco	52-53
Communication Networks '87	73
Compaq	68-69
CompuScan	45
Computer Management Research	35
Cullinet	19
CW Corporate	78
CW Circulation	66
CW DIAL INQ Reader Service	90
CWIMS Denmark	67
CWIMS LandGrant	74
CWIMS Switzerland	67
Data Design Associates	36
Datalex	8
Dataware	57
DBMS Inc.	46
Electronics Forms Systems	24-25
EMC Corp.	42
Federal Communications	54
Group Operations	10
Hewlett-Packard	76-77
H&M Systems	96
Honeywell	48-49
IBM	28-29
Innovation Data Processing	7
ITT	43
JCA Software	44
Leasametric	54
Local Data	18
Lotus Development Corp.	30-31
McCormack & Dodge	97
Michaels, Ross & Cole Ltd	56
Micom/Interlan	38, 47
MTI Systems	61
Novell	64-65
On-Line Software International	32
Oracle	9, 27, 37
Peat Marwick	39
Racal-Vadic	63
Radio Shack	71
Realia, Inc.	72
Relational Technology	26
Ryan-McFarland	45
SAS Institute	20-21, 23
Software Technology & Research (STAR)	10
Sorbus	58
Syncsort	5
Systems Software Associates	34
Tandem	40
Teknowledge	11
Technologic Software Concepts	12
Televideo	75
Telex	55
Travtech	38
Tymnet	50
Walker Interactive	62
Wyse	70

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Ansa, Lotus ink Paradox pact; TAC gains support

By Douglas Barney

BELMONT, Calif. — Ansa Software and Microrim, Inc. both recently announced support for Lotus Development Corp.'s The Application Connection (TAC), a software product aimed at the micro-to-mainframe market.

"We have a very extensive micro-to-mainframe strategy. The first component of that strategy is the relationship with Lotus under which Paradox and TAC will work together," said Ron Posner, president and CEO of Ansa.

Ansa also reached a joint marketing relationship with Cambridge, Mass.-based Lotus involving Paradox, Ansa's data base software. According to Posner, the joint marketing relationship involves both current and future products.

"The joint marketing relationship will go on into the future for other products that each of us will come out with that will work together," Posner said. "Our salespeople will jointly try to sell TAC with Paradox and vice versa."

Data base access

TAC allows microcomputer users to access data on mainframe-based data base programs and fourth-generation languages, while using a personal computer-type user interface.

Ansa is looking to develop or license additional technology that will allow Paradox to communicate with a variety of systems. The local-area network version of Paradox will be unveiled in a couple of months and will ship by the end of the second

quarter, Posner said.

Redmond, Wash.-based Microrim earlier this month announced a direct interface from its R:Base System V data base software to TAC. Using R:Base System V's File gateway utility, files from supported mainframe data bases are automatically converted to a format usable by R:Base. System V now also has the ability to export files in the same file format as Ashton-Tate's Dbase III.

In addition, Ansa announced an OEM program and signed its first OEM agreement with Wang Laboratories, Inc. under which Wang will market Paradox through its 1,250 direct field sales representatives.

In other news, Ansa is seeking a way to allow Paradox to take advantage of the untapped power of Intel Corp. 80286- and 80386-based microcomputers and may not wait for Microsoft Corp. to pave the way with its next version of MS-DOS.

"As soon as we can find a way to break through the 640K-byte memory barrier on the 286 and the 386, we will immediately take advantage of the memory with the current product without it being rewritten," Posner said.

"If we can figure out a way to do that without Advanced DOS [the anticipated next version of DOS from Microsoft], we will do it and have the product in very short order. We have to find a way through the 640K-byte memory barrier," he added.

Posner, however, is uncertain whether this approach is technologically possible.

IBM rebound hampered

From page 1

tinute. It is a fundamental change in the nature of demand, indicating IBM's problems are deeper than people are willing to recognize."

IBM's well-publicized mid-range systems shortcomings were apparently acknowledged by Chairman John F. Akers, who cited "unsatisfactory levels of demand for parts of our product line" as one reason for Big Blue's 1986 performance.

But IBM must also move quickly to stem a mass exodus of potential 3090 buyers into the used 3080 market.

A recently completed International Data Corp. survey of 500 IBM user sites indicated intentions to purchase only 202 3090 CPUs in the first half of this year, compared with roughly 1,020 such purchases in the first half of 1986.

However, the same buyers intend to purchase 786 3080 processors, up from 675 in 1986, the survey showed.

"IBM's big battle is to drag as many of those as possible back into the 3090 column," IDC analyst Frank Gens said. "They have got to improve the price/performance of the 3090 to get that revenue."

VAX killer

All indications are that the 9370, dubbed the "VAX killer" in reference to Digital Equipment Corp.'s highly successful mid-range computers, could be IBM's make-or-break product this year.

"Since sales of PCs were flat and Sierra sales were up, the problem was obviously in the mid-range," said Michael Geran of E. F. Hutton & Co.

Salomon Brothers, Inc. an-

alyst Marc Schulman estimated that IBM has received 30,000 orders in the U.S. and 15,000 orders overseas for the 9370.

He predicted that IBM will ramp up volume 9370 production in the second quarter, producing significant revenue just as Big Blue sees the positive benefits of last year's work force reductions and plant closings.

"By mid-year, all the people coming off the payroll will be off, costs will be down

ed that 9370 sales may cut into demand for the processing power of IBM's high-margin mainframes.

"The 9370 accelerates what DEC is doing to IBM," he said.

"You've got to sell an awful lot of \$100,000 and \$200,000 boxes to make up for the lost multimillion dollar mainframes. The company is not positioned, from a cost standpoint, to sell a lot of smaller systems," he added.

Consolidation efforts

IBM took several steps to reduce its work force and consolidate operations during the year, resulting in a fourth-quarter charge of an estimated \$425 million.

Fourth-quarter profits of \$1.39 billion resulted in a full year decline in profits of 27%, from \$6.55 billion to \$4.79 billion — their lowest level since 1982. Per-share profits fell from \$10.67 in 1985 to \$7.81.

Rental income dropped by 35% during the year, while revenue from services increased 24%.

IBM's pretax profit margins dropped significantly from 23.2% in 1985 to 16.4%. Net profit margins fell from 13.1% to 9.3%.

Saved by currency

The decline in the U.S. dollar's value between 1985 and 1986 prevented IBM's disappointing year from being a major disaster.

IBM estimated that the favorable currency valuation added \$4.35 billion to its revenue and \$645 million to its bottom line.

A company statement said IBM's first-quarter 1987 earnings will be less than its profits in the first quarter of 1985, in which profits fell 18% from 1984 levels to less than \$1 billion.

3Com to buy Centram, developer of Tops distributed networking system

By Douglas Barney and Patricia Keefe

SANTA CLARA, Calif. — In a move strengthening its position in the Apple Computer, Inc. networking market, 3Com Corp. last week signed a letter of intent to acquire Centram Systems West, Inc., developer of Tops, a distributed networking software package.

The deal is expected to be finalized by the end of the month and calls for a stock exchange and a pooling of interests.

The Centram purchase is the first step under a vision that involves building a federation of software companies at 3Com to provide a host of products that plug and play, said Robert Bressler, vice-president and general manager of 3Com's Software Division.

"The next step is to look around and find software companies that will help bolster our leadership position in the local-area network market," Bressler said, adding, "Centram does that." 3Com will either purchase those companies or form strategic alliances.

Right now, 3Com will concentrate on building Tops compatibility into its Macintosh product line. "We will quickly offer the 3Server3+ as a server for the Tops line," Bressler said.

Ethermac, 3Com's low-end solution linking IBM Personal Computers to Macintoshes, "will not be the focus of any new marketing efforts," although it will continue to be supported, Bressler said. Users prefer the Tops interface to Ethermac's, he added.

"Yes, we are backing

away from Ethermac and putting our focus into integrating Tops into 3Com solutions," Bressler said. Those plans are expected to dilute the efforts of Orem, Utah-based local-area network rival Novell, Inc., which is hard at work developing Macintosh compatibility with its own networking software, Advanced Network. Novell is expected to show prototypes in the near future.

Novell and 3Com are already battling it out for market share in the IBM PC and compatible networking area. The Centram purchase allows 3Com to fill gaps in its product line, both vendors said, and eliminates some overlap between the two product lines and dealer agreements.

For example, while 3Com

provides gateways in the electronic mail area and print spooling, Tops provides Unix interconnection and Adobe Systems, Inc. Postscript conversion.

3Com will position Centram as an entry-level system providing a soon-to-be-built upgrade path to 3Com's 3+ networking software.

Users believe the 3Com acquisition might expand the product's market. With 3Com owning Tops, his company might take a closer look at Tops, said Chuck Miller, member and former president of Gateway Microcomputer Managers Association in St. Louis.

This acquisition of Centram Systems by 3Com might also serve to make Tops more attractive to Pratt & Whitney Aircraft. "It moves it from 10th priority to eighth prior-

ity," said Ron Goldfarb, manager of office automation at Pratt & Whitney's administration section in Hartford, Conn.

Tops has been installed on 15,000 workstations in its first five months on the market. It allows Macintosh computers to transparently share files with Unix-based machines and Microsoft Corp.'s MS-DOS.

The buyout is not expected to encounter the difficulties faced by 3Com in its failed attempt last spring to merge with Convergent Technologies, Inc. Because Centram is a private company, the buyout is subject to different rules and easier to pull off, 3Com's Bressler said.

Senior writer David Bright contributed to this report.

COMPUTER INDUSTRY

HP founder Hewlett to retire

By Clinton Wilder

PALO ALTO, Calif. — Hewlett-Packard Co. Vice-Chairman William R. Hewlett, one of the modern computer industry's founding fathers, announced last week that he will retire from the HP board Feb. 24.

Hewlett, 73, founded the mini-computer and scientific instruments firm in 1939 with partner David Packard and has served on the board since HP was incorporated in 1947. Packard will remain chairman of the board.

Shozo Yokogawa, president of Yokogawa Electric Corp., will also

retire from the HP board. The new directors expected to be approved at the Feb. 24 annual meeting are Hewlett's son, Walter B. Hewlett, Packard's son, David Woodley Packard, and Ford Motor Co. Chairman Donald E. Petersen.

In other major executive changes within the industry last week, Norman Block resigned as chief financial officer of Ashton-Tate, Gabriel Fusco resigned as chief executive officer of Iomega Corp. and former U.S. Rep. Ed Zschau returned to the chairmanship of Systems Industries, Inc.

Enmasse pulls operations plug

From page 94

masse had lagged behind its product development schedule, and development costs exceeded expectations, he said.

"The original business plan called for a product to market in one year at a cost of less than \$10 million," Gardner explained. "Instead, it took 2½ years and \$18 million, and it was going to take another \$5 million to reach profitability. The investors felt this was far in excess of their expectation."

The company's group of investors was led by venture capital firm Oak Partners in Westport, Conn. Gardner said he requested an additional \$5 million at a board meeting on Jan. 17 but that the investors declined the request.

Only six employees remain at Enmasse, which once employed 72, and the firm's goal is solely to sell the remainder of the company to interested parties, according to Gardner. "We believe we will locate a purchaser of our technology very soon," he said. A likely buyer is Toltec Computers, Inc. in Scottsdale, Ariz., which may acquire Enmasse's ECS family as the basis of its Pick-based systems.

Enmasse developed, manufactured and marketed the ECS family of Unix-based multiprocessor systems, designed for general-purpose business applications. Last Tuesday, it

was scheduled to introduce the ECS 2000 line of products, which could handle, in various configurations, from eight to 2,880 simultaneous users and deliver as many as 200 million instructions per second in processing power [CW, Jan. 19].

Four-month-old Toltec had planned for Enmasse computers to be its flagship hardware line, integrating the Pick operating system and Unix on Enmasse and other hardware to sell through a dealer network. As part of its OEM agreement with Enmasse, Toltec gained the right to manufacture and market Enmasse hardware should Enmasse cease operations, according to Toltec President Alfred DeiMaggi.

If Toltec completes the purchase, Enmasse research and development could continue under the Toltec name, remaining in Massachusetts, he added. DeiMaggi said Toltec had received seed capital from Enmasse's investors but that the additional financing to buy Enmasse's assets will not come from that group.

Gardner said Enmasse has not declared bankruptcy and "remains open to sell off its technology and to meet its obligations to banks and customers."

Enmasse had lined up nine resellers of its computers and installed 20 systems at an average price of \$75,000 each, according to Gardner.

Gardner is the third Enmasse president in as many years, having succeeded Chester Fennell in spring 1986. Fennell had taken over from Enmasse Founder Robert Downs in fall 1985.

Wang, Unysis post losses

From page 94

traordinary tax credit — on revenue of \$336.7 million. A year earlier, Amdahl earned \$13.7 million, or 29 cents per share, on sales of \$257.2 million.

For the year, revenue was \$966.3 million, compared with \$862 million in 1985.

DG. Continuing its eclipse by the long shadow of Digital Equipment Corp., the Westboro, Mass., minicomputer maker reported revenue of \$313.3 million. Net income of \$3.3 million, or 12 cents per share, included a \$3 million tax credit.

Prime. The Natick, Mass., vendor

said fourth-quarter profits declined to \$14.1 million even though revenue increased 10% over the year-earlier quarter to \$230.9 million. For the year, revenue increased 12% to \$860.2 million, while profits dropped 19% to \$46.9 million.

Harris. Harris reported second-quarter profits of \$20.1 million, or 49 cents per share, compared with \$14.5 million, or 36 cents per share, a year ago. Revenue, however, dropped slightly to \$525.2 million.

Sun. Chief Executive Officer Scott McNealy said a production ramp-up that exceeded expectations accounted partially for the workstation vendor's record second quarter. Revenue soared to \$115.3 million from \$42.2 million a year earlier, and profits jumped to \$8.5 million from \$1.7 million.

Unisys shareholders' profits, expectations on the upswing



ACTIVE ISSUES

Kathy Porteus

to Don Young of Sanford C. Bernstein & Co. Young was one of the few analysts on Wall Street to have favored the Burroughs-Sperry merger from the start.

"With these factors, you have more confidence in earnings estimates, particularly when demand for computer systems remains weak," Young says. He says Unisys will earn \$9 per share this year.

According to Young, new product cycles, such as that of Sperry's mid-range 1100 Model 400 processor, further support the argument for Unisys. "Even if we experience a recession in commercial systems," he says, "Unisys, with so much of its business from service, defense and government, should still hold up better than most."

Although Shearson Lehman's Dube aggressively recommends NCR Corp., he still likes Unisys, which he says should continue rewarding shareholders. Dube estimates Unisys will earn at least \$7 per share this year. But citing uncertain growth expectations for the computer industry this year, Dube says, "We are obviously dealing with moving targets when it comes to the earnings of Unisys and others."

Although many analysts base their recommendations of Unisys on this year's earnings, at least one — Martin Simpson of Martin Simpson & Co. — says he prefers concentrating on longer term issues, causing him to be wary of the stock.

"The big write-off Unisys took in the fourth quarter of 1986 mean clear sailing for at least a while," Simpson says. "But the real questions facing Unisys and its shareholders concern the number of customers Unisys prevents from migrating to other equipment manufacturers and whether Unisys can meld its two disparate organizations enough so a consistent product line and marketing strategy emerges that enables the company to grow, rather than just defensively hang on to its customer base."

Porteus is president of Strand Research Associates, a Centerville, Mass.-based company that provides customized research services for financial and high-tech firms.

Software earnings climb

From page 94

though, they realized software was more important than hardware," Bloom said.

Recent increases in hardware spending have also helped the software industry, according to Kenneth J. Burke, software analyst for Alex Brown & Sons, Inc. in Baltimore.

Other leading vendors reporting financial results included:

ASK Computer Systems, Inc. The Los Altos, Calif., manufacturing applications vendor reported second-quarter revenue of \$21.2 million, a gain of 11% from \$13 million for second-quarter 1986. Net income was \$2 million, or 15 cents per share, compared with \$1.8 million, or 14 cents per share, a year earlier.

ASK stands to gain ground this year with the expected continuing success of the minicomputer market.

Computer Task Group, Inc. The Buffalo, N.Y., software consulting and programming analysis firm reported fiscal 1986 revenue of \$143.4 million, up 24% from \$115.8 million. Net income increased 26% to \$5.1 million. Per-share earnings were flat at 68 cents, reflecting a greater number of shares outstanding.

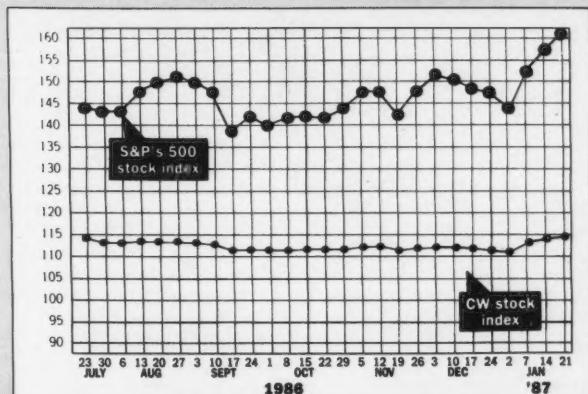
Fourth-quarter revenue was up 21% to \$38.7 million. Net income was flat at \$1.3 million, or 17 cents per share, because of costs associated with a recent reorganization.

Software Publishing Corp. The Mountain View, Calif., microcomputer applications vendor said its first-quarter revenue for this year was \$8.7 million, up 25% from \$6.9 million. Net income doubled to \$1.2 million, or 17 cents per share, from \$617,000, or nine cents per share, in the year-earlier quarter.

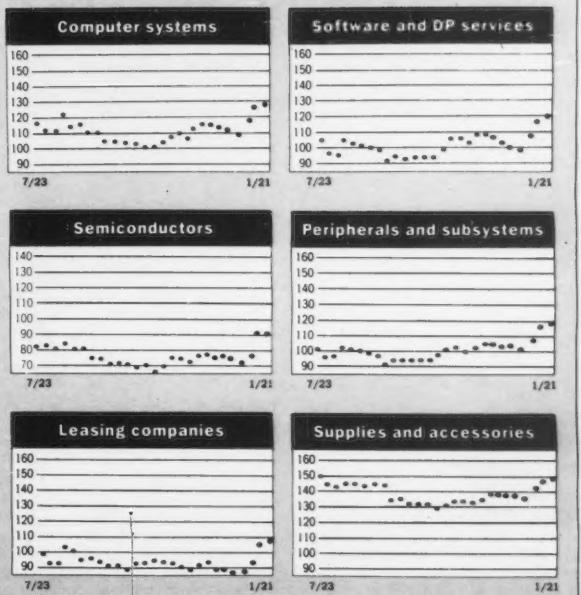
COMPUTER INDUSTRY

MITCHELL J. HAYES

Computerworld stock trading index



All indexes reflect a historical base of 100 on Dec. 31, 1984, and trace stock market performance in relation to that base. The CW stock index represents the unweighted average performance of the six categories of computer industry stocks.



Computerworld stock trading index

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EXCH	PRICE				EXCH	PRICE				EXCH	PRICE			
	52-WEEK RANGE (1)	CLOSE JAN 21 1987	WEEK CHG	WEEK PCT		52-WEEK RANGE (1)	CLOSE JAN 21 1987	WEEK CHG	WEEK PCT		52-WEEK RANGE (1)	CLOSE JAN 21 1987	WEEK CHG	WEEK PCT
COMPUTER SYSTEMS														
O ALPHAMICROSYSTEMS	8 4	4.63	-.1	-.2%	O ADVANCED COMP TECH	7 3	4.50	-.0	-.10%	A AM INTL INC	9 5	7.25	+.0	+.18%
O ALTOS COMPUTER SYS	19 10	14.00	+.4	+.2%	N ADVANCED SYS INC	20 12	18.63	+.0	+.21%	A ANDERSON JACOBSON INC	3 1	1.88	+.0	+.00%
A AMDAHL CORP	32 14	28.00	+.2	+.8%	N AGS COMPUTERS INC	35 17	32.88	+.0	+.15%	O ASTRESH INC	28 11	14.88	-.1	-.4%
O APOLLO COMPUTER INC	21 9	19.38	+.0	+.4%	N AMERICAN MGMT SYS INC	27 11	26.25	-.0	-.1%	O AUTOTROL CORP	10 5	6.50	+.0	+.83%
O ASTRO COMPUTER INC	56 26	40.00	+.0	+.0%	N AUTOMATION SOFTWARE INC	29 13	19.88	-.0	-.1%	O BANCTEC INC	7 3	4.49	+.0	+.00%
O AT&T COMPUTER INC	28 21	26.75	+.1	+.5%	N ANACOMP INC	7 3	4.63	+.0	+.15%	O BANCTEC INC	13 6	10.75	-.0	-.10%
O C P T CORP	7 3	4.00	-.1	-.5%	O ANALYSTS INTL CORP	10 4	9.88	+.0	+.4%	N BOLD BERANEK & NEWMAN	51 34	48.88	-.1	-.23%
O COMPUTER COMPUTER CORP	25 12	23.50	+.0	+.0%	O ASHTON TATE	20 10	27.38	+.0	+.95%	A CECTEC CORP	9 5	5.38	+.0	+.24%
O COMPUTER CONSOLES INC	12 6	9.50	+.0	+.0%	O ASTROPOWER SYS INC	15 13	13.00	+.0	+.0%	O CECOM CORP	6 2	3.58	+.0	+.66%
O CONCURRENT COMP CORP	25 1	14.25	-.2	-.16%	O ASTRADYNE COMP INC	3 1	1.56	-.0	-.15%	O COMPUGRAPHIC CORP	27 16	21.50	+.0	+.12%
O CONTROL DATA CORP	37 26	35.00	+.0	+.5%	N AUTOMATIC DATA PROC	46 29	45.25	+.2	+.68%	O COMPUTERVISION CORP	19 10	17.50	+.0	+.12%
O CONVERGENT TECH	14 4	8.38	+.0	+.15%	O BOOLE & BARBAGE INC	8 4	8.00	+.0	+.10%	O CONVIC CORP	18 12	13.75	+.0	+.3%
O DATA RESEARCH INC	10 59	100.00	+.0	+.0%	O COMPUTER SYSTEMS INTL	26 14	16.50	-.0	-.1%	O COMPUTERS CORP	18 11	12.50	+.0	+.19%
O DAISY SYS CORP	25 8	9.38	-.1	-.11%	O COMPUTER HORIZONS CORP	14 10	13.00	-.0	+.10%	O DATARAM CORP	18 7	8.50	-.0	-.14%
O DATA GEN CORP	48 25	38.25	+.0	+.85%	O COMPUTER NETWORK TECH	10 4	4.56	+.0	+.24%	O DATA SWITCH CORP	9 5	6.38	+.0	+.13%
O DATA EQUIP CORP	145 72	140.00	+.0	+.0%	O COMPUTER SCIENCES CORP	30 12	50.50	+.0	+.18%	O DATUM INC	7 4	5.25	+.0	+.23%
O FLOATING POINT SYS INC	46 11	12.25	-.1	-.84%	O COMPUTER SYSTEMS GROUP INC	18 11	12.75	-.0	-.7%	O DECISION INDUS CORP	15 8	18.88	-.0	-.6%
O GOULD INC	31 15	19.38	+.0	+.0%	O COMSHARE INC	16 10	12.00	+.0	+.32%	O ENDATA INC	8 4	7.50	-.0	-.91%
O HARRIS CORP	37 26	35.00	+.0	+.5%	O CULLINET SOFTWARE INC	18 6	8.38	+.0	+.32%	O EMC CORP	25 11	23.50	+.0	+.68%
O HARRINGTON PACKARD CO	54 38	52.00	+.0	+.0%	O DAIQUESYS INC	33 15	38.50	-.0	-.15%	O EVANS & SUTHERLAND	31 19	30.25	-.0	-.3%
O HONEYWELL INC	84 58	63.50	+.3	+.63%	N GENERAL ELEC CO	97 61	97.13	-.6	+.67%	O GANDALF TECHNOLOGIES	8 5	8.13	+.0	+.16%
O IBM	162 116	122.75	+.4	+.35%	N GENERAL MTRS CORP	50 24	30.25	-.0	+.16%	O GENERAL DATACOMM IND	15 18	9.25	+.0	+.00%
O IPI SYS INC	20 3	2.00	-.0	-.11%	O GENERAL SYS INC	12 7	14.50	-.0	-.12%	O GTELLTECH CORP	30 18	27.00	+.0	+.10%
O ITT CORP	60 35	57.50	+.0	+.07%	O INFORMATION SCIENCES INC	1 1	1.38	-.0	+.10%	O INTECOM INC	18 13	14.25	+.0	+.18%
O M A M CORP	19 12	13.50	+.0	+.01%	O INFOTRON SYS CORP	7 1	8.00	-.0	-.59%	O INTERLEAP CORP	15 8	11.88	-.0	-.59%
O MATSUSHITA ELEC IND LTD	136 62	21.50	+.4	+.94%	O KEANE INC	16 5	6.00	-.0	-.20%	O INTELLIGENT CORP	4 2	2.88	-.0	-.00%
O MENTOR GRAPHICS CORP	24 11	22.50	+.0	+.84%	O LOGIC DESIGN INC	39 22	28.25	-.0	-.2%	A MSI DATA CORP	14 10	12.88	+.0	+.51%
O NCR CORP	14 8	18.00	+.0	+.0%	O LOTUS DEV CORP	66 20	64.00	+.6	+.118%	N NASHUA CORP	28 15	26.25	+.1	+.50%
O PRIME COMPUTER INC	58 40	56.75	+.3	+.63%	O MANAGEMENT SCI AMER	18 11	16.63	-.0	-.36%	N NETWORKS SYS CORP	18 10	17.00	+.0	+.11%
O STRATUS COMPUTER	28 16	21.13	+.1	+.5%	O MCMI CORP	13 6	6.75	+.0	+.00%	N NORTH AMER PHILIPS CORP	38 25	46.63	+.0	+.00%
O SYSTEMS INC	34 17	29.75	+.2	+.82%	O MICRO PRO INTL CORP	4 2	3.13	-.0	+.136%	N NORTHERN TELECOM LTD	37 14	33.25	-.1	-.60%
O TANDEM COMPUTERS INC	53 21	49.25	+.6	+.159%	O MICROSOFT CORP	70 26	67.75	+.7	+.129%	N NOVELL INC	11 4	4.75	-.1	-.36%
O TANDY CORP	49 31	47.00	-.0	-.18%	O NATIONAL DATA CORP	26 16	22.75	-.0	+.00%	O PARADYNE CORP	9 4	4.25	-.1	-.28%
O TEXAS INSTRS INC	148 103	134.38	+.0	+.03%	O OLYMPIC COMPUTER INTL	10 7	10.00	-.0	+.00%	O PARATRON CORP	19 11	16.25	-.1	-.36%
O TELSTRA CORP	39 11	22.50	-.4	-.44%	O ORACLE SYS CORP	30 13	28.00	-.0	+.37%	O PLESSEY PLC	38 22	29.50	+.0	+.26%
O UNISYS	97 58	95.88	+.6	+.76%	O PANOPTIC SYS INC	30 15	35.75	-.0	+.75%	O PRINTRONIX INC	15 10	10.63	+.0	+.63%
O WANG LABS INC	22 11	13.88	-.0	-.1	O POLICY MGMT SYS CORP	11 15	25.50	+.0	+.65%	O QMS INC	16 10	10.13	+.0	+.00%
O WANG LABS INC	22 11	13.88	+.0	+.00%	O QWEST CORP	7 3	5.50	-.0	-.13%	O RECOGNITION EQUIP INC	20 10	18.50	-.0	-.39%
O XEROX CORP	72 49	67.00	+.0	+.11%	O SCAN TRON INC	19 11	16.25	-.0	+.10%	N SCIENTIFIC ATLANTA INC	15 9	13.13	+.0	+.10%
PERIPHERALS & ACCESSORIES														
N AMER BUSINESS PRODS	37 23	27.25	-.0	-.05%	O SCIENTIFIC COMPUTERS INC	7 4	7.25	-.0	+.13%	O SCIENTIFIC TECHNOLOGY	30 8	26.63	+.0	+.96%
N BARRY WRIGHT CORP	25 14	16.13	-.0	-.23%	O SHARPE MED SYS CORP	28 11	47.25	-.0	+.20%	O STORAGE TECHNOLOGY	7 2	3.50	+.0	+.00%
N DUPLEX PRODS INC	23 18	19.00	+.0	+.00%	O SOFTWARE AG SYSTEMS INC	22 10	13.13	-.0	-.10.3%	O SUN MICROSYSTEM INC	32 11	28.50	+.0	+.56%
N ENDS BUSINESS FORMS INC	31 22	30.25	+.2	+.7%	O SOFTWARE PUBG CORP	11 5	10.50	-.0	+.21	O TECNODATA	18 5	8.88	+.0	+.31%
N MOORE LTD	32 16	12.00	+.3	+.47%	O STERLING SOFTWARE INC	21 10	13.13	-.0	+.08	O TAB PRODS CO	16 12	16.00	+.0	+.00%
N MOORE LTD	28 19	22.50	-.0	-.16%	N TERADYNE INC	33 15	30.25	-.0	+.9	O TANDON CORP	8 2	2.75	-.0	-.83%
N STANDARD REGISTER CO	50 32	39.50	+.0	+.13%	N URS CORP	18 11	17.88	-.0	+.44%	O TEC INC	7 3	3.50	+.0	+.00%
N WALLACE COMPUTER SVCS	50 37	46.00	-.1	-.32%	N VME SOFTWARE INC	32 12	29.50	-.0	+.25	O TEKTRONIX INC	80 55	76.75	+.0	+.03%
SEMICONDUCTORS														
N ADVANCED MICRO DEV	34 13	17.50	-.0	-.28%	N WYSE TECH	24 11	23.63	-.0	+.18%	N TELEX CORP	84 52	78.63	+.0	+.23%
N ANALOG DEVICES INC	24 11	38.38	-.1	-.64%	N TIMEPLEX INC	33 14	31.50	+.0	+.33	N TIMEX CORP	33 14	31.50	+.0	+.115%
N ANALOG CORP	15 10	17.05	-.0	-.23%	N ITALIAN CORP	12 6	8.25	+.0	+.00%	N VITACORP	12 6	8.25	+.0	+.00%
N APPLIED MAGNETICS CORP	20 13	19.13	-.0	+.41%	N VME TECHNOLOGY INC	1 0	0.44	-.0	+.00%	N VITACORP	1 0	0.44	-.0	+.00%
N AVANTAGE INC	23 14	16.75	-.0	-.00%	N WYSE TECH	24 11	44.75	-.0	+.33	N VITACORP	24 11	44.75	-.0	+.160%
N DODGE CORP	6 5	4.50	-.0	-.00%	N COMDISCO INC	25 15	21.13	+.0	+.11	N U.S. LEASING	47 38	44.75	-.0	-.27%
N INTEL CORP	32 16	27.50	-.0	-.13%	N CONTINENTAL INFO SYS	12 7	9.75	+.0	+.1	N U.S. LEASING	47 38	44.75	-.0	-.27%
N MICRO MASK INC	7 2	4.63	-.0	+.28%	N DODGE CORP	5 2	3.88	-.0	+.02	N U.S. LEASING	47 38	44.75	-.0	-.27%
N MOTOROLA INC	50 34	43.75	-.0	+.06%	N PHOENIX AMER INC	6 3	5.38	-.0	+.03	N U.S. LEASING	47 38	44.75	-.0	-.27%
N NATIONAL SEMICONDUCTOR	16 8	13.63	-.0	+.19%	N SELECTERM INC	12 5	5.56	-.0	+.01	N U.S. LEASING	47 38	44.75	-.0	-.27%
N TERADYNE INC	30 16	19.88	-.0	-.39%	N U.S. LEASING	47 38	44.75	-.0	-.13	N U.S. LEASING	47 38	44.75	-.0	-.27%
LEASING COMPANIES														

EXCH: N = NEW YORK; A = AMERICAN; P = PACIFIC; B = BOSTON;

M = NATIONAL; D = MIDWEST; O = OVER-THE-COUNTER; S = SPLIT

(1) TO NEAREST DOLLAR

COMPUTER INDUSTRY

INSIDE

Analysts foresee a new industry of third-party PC software support firms/**67**

Apple, Microsoft, Tandy report solid quarterly growth, but NCR stalls/**72**

Sytek to broaden its horizons, support Ethernet, TCP/IP/**74**

HP cofounder William Hewlett retires/**92**

INSTANT ANALYSIS

"IBM's situation is like General Motors Corp.'s. They overexpanded their fixed assets when demand peaked, they are heavily oriented toward large systems — instead of large cars — and they have lost market share to a leaner competitor."

— Thomas Rooney, analyst with Donaldson, Lufkin & Jenrette

Wang, Unisys post losses

But most hardware firms report strong fourth quarter

By Clinton Wilder

Major losses at Unisys Corp. and Wang Laboratories, Inc. marred a generally positive spectrum of fourth-quarter financial results announced by major hardware vendors last week (see chart below).

Amdahl Corp. reported one of its most successful recent quarters as profit more than doubled on a strong rise in revenue. Harris Corp.'s earnings rose 39%, while Sun Microsystems, Inc. said profits increased more than fourfold. But Data General Corp. continued to struggle, eking out a tiny \$356,000 operating profit on a modest revenue increase, and Prime Computer, Inc. reported a 19% drop in profits for the quarter.

Unisys. As announced earlier, the merged Burroughs Corp. and Sperry Corp. reported a substantial loss because of charges from merger-related asset sales, write-downs, plant consolidations and work force reductions. Unisys took a charge of \$280 million, or \$6.08 per share,

causing a net loss of \$188.5 million, or \$4.68 per share.

For the year, the Detroit-based firm posted a loss of \$43.4 million, or \$1.63 per share, on revenue of \$7.4 billion.

Chairman W. Michael Blumenthal said Unisys revenue and orders will grow less than 10% this year but that earnings should be strong because of cost savings.

Wang. The Lowell, Mass., office automation vendor reported a larger than expected \$78.6 million loss, equal to 49 cents per share, on revenue that declined slightly to \$668.9 million. The loss included \$37 million in charges from the recently announced layoffs and inventory write-downs.

The company had said the loss would be greater than the \$30 million deficit of the previous quarter, but its size surprised analysts. "They don't seem to have a handle on how much it costs to sell in today's environment," said John McCarthy of Forrester Research, Inc. in Cambridge, Mass.

Amdahl. The Sunnyvale, Calif., IBM-compatible mainframe seller reported profits of \$29.5 million, or 60 cents per share — which included five cents of ex-

See **WANG** page 92

Enmasse pulls operations plug

By Stanley Gibson

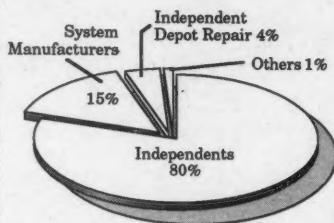
ACTON, Mass. — One day before it was scheduled to unveil a new line of computers at Unisum 1987, The International Conference of Unix Users, Enmasse Computer Corp. announced last week that it has abandoned manufacturing and sales operations.

Robert Gardner, president of the startup maker of Unix-based multiprocessors, said the denial of a last-minute request for an additional \$5 million in venture capital prompted the surprise announcement. En-

See **ENMASSE** page 92

Data View

U.S. third-party maintenance
Shares of \$1.56 billion market in 1986



INFORMATION PROVIDED BY INPUT



INDUSTRY INSIGHT

Bob Djurdjevic

DEC takes slice of Big Blue pie

The market share trends that started in 1985 continued in the first half of last year. Digital Equipment Corp.'s share of the intermediate systems market went up while IBM's was down. Perhaps that is why 1986 may be remembered as the year in which IBM, reacting to DEC, rained down on its competition the greatest number of mid-range system announcements in its corporate history.

The highlight of the first half of 1986 was the June announcements, when IBM aimed a flurry of some 125 new products in DEC's direction. But it was on Oct. 7 that IBM unveiled its most potent anti-DEC weapon — the 9370, also dubbed "the VAX killer."

Based on a July 1986 report from Computer Intelligence Corp., one can try to quantify the degree to which DEC has made inroads into IBM's intermediate systems territory.

DEC's market share gain in terms of the "if sold" value of its shipments in the first half of 1986 is especially impressive. DEC's share of shipment list value went up from 23% to 41%, while IBM's declined from 52% to 29%.

DEC's share of the U.S. installed base's "if sold" value at list increased from 28% to 30% during the same period. Market shares of most other intermediate systems vendors have not

See **DEC** page 74

Djurdjevic is a computer industry analyst and president of Annex Research, a Phoenix-based computer research and consulting firm.

Software earnings climb

Computer Associates leads with 90% increase

By James A. Martin

Analysts' predictions that this will be a relatively healthy year for the software and services industries were boosted by last week's quarterly earnings reports from several major vendors, reflecting net income increases of as much as 90%.

Computer Associates International, Inc. led the way, reporting third-quarter revenue of \$93.6 million, an increase of 56% from \$60.1 million for the same period last year. The IBM mainframe software vendor also reported that net income increased 90% to \$16.4 million, or 66 cents per share, from \$8.6 million, or 39 cents per share.

The Garden City, N.Y.-based developer's results were the most sur-

prising of last week's reports, according to Terence Quinn, senior technology analyst for E. F. Hutton & Co. "They had been forecasting growth of about 30% to 35%, but their actual growth has been much larger," he said.

Analysts and Computer Associates officials agreed that the company's recent acquisitions, including Software International Corp., have contributed to the health of the company. But Anthony W. Wang, Computer Associates' president, noted that even without the acquisitions, revenue grew by more than 40%.

The software industry hit its low point in late 1985 and has been slowly rebounding since, according to Paul Bloom, software analyst with Johnson Lane Space Smith & Co. in Atlanta. "Buyers struggled for a while with what they were going to do with less money. Eventually,

See **SOFTWARE** page 92

1986 fourth-quarter earnings

With the notable exceptions of IBM, Wang Laboratories and Data General, results were generally positive across the industry

Company	Net Income Oct.-Dec. (thousands of dollars)	Percent Change From 1985	Revenue Oct.-Dec. (thousands of dollars)	Percent Change From 1985
Amdahl	29,593	+116	336,777	+31
Apple	58,500	+3	662,300	+24
Computer Associates	16,400	+90	93,600	+56
DG	356	-68	313,300	+7
Harris	20,125	+39	534,322	-5
IBM	1,390,000	-48	16,945,000	-1
NCR	134,000	+1	1,500,000	+12
Stratus	3,700	+52	35,300	+40
Sun Microsystems	8,515	+405	115,275	+173
Tandem	27,000	+133	238,000	+40
Wang	(78,600)	—	668,900	-10

Parentheses indicate loss

*Excludes \$3 million extraordinary tax credit

CW CHART

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